

# **Foodbank Victoria**

## **Pick-up Collection Guide**

### **(Forklift Load)**



**441-459 Kororoit Creek Road Altona**

This guide is for use by charity partners who are collecting orders from the Foodbank Altona site (forklift load). It outlines the collection process including vehicle suitability and safety requirements.

#### **About Foodbank Victoria's Altona site**

Foodbank Victoria (FBV) is located at 441-459 Kororoit Creek Road, Altona. The site has shared occupancy with Koala Living and Skutopia. Visitors to the site should be aware of the shared nature of common roads and always be mindful of other traffic.

#### **Placing an order**

You must place your order and select your collection day via our ordering portal. After placing your order, you should book your pickup time in Mobiledock. Note that you are selecting a 15-minute collection timeslot – please ensure your relevant staff/volunteers are aware of this and arrive on time. You will receive a confirmation email with your pickup details including the pickup timeslot. We have a set number of collections available through this method each day. You should make your Mobiledock booking as soon as possible after placing your order. To assist with securing your preferred date and time, please make your Mobiledock booking 15-20 minutes after placing your order. The earlier you make your Mobiledock booking, the more timeslots you will have available to choose from.

#### **What happens when I arrive at the site?**

For traffic management, operational and safety reasons you must arrive during your scheduled collection timeslot. Arrivals outside of the scheduled collection timeslot may not be able to be accommodated. If you are running late due to unforeseen circumstances, please call 9362 8300.

The 10km per hour speed limit must be adhered to at all times while on the site. Charity partners should drive into the site's main driveway at 441-459 Kororoit Creek Road and head to Gate 2 at the rear of the premises. Entry to the site is controlled via boom gate. At the boom gate, please use the intercom to identify your organisation name. You may be asked for your Sales Order number at the gate.

If there are vehicles parked in front of the intercom, please line up in single file behind the waiting vehicles. Park your vehicle and walk to the intercom on the outside of the driveway, advise staff of your arrival and return to your vehicle after receiving their instructions. Our team will manage all vehicle movements based on the Mobiledock schedule to keep everything moving efficiently. You should only proceed through the boom gate when directed to do so, even if the boom gate is open. Please do not enter the site on foot through Gate 2.

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There may be times when you are asked to proceed through the boom gate and wait in the carpark in front of the main building (closest to Kororoit Creek Road) until your collection can be accommodated.

#### **Where do I park?**

The warehouse team will direct your vehicle into "Driveway 1" or "Driveway 2" in front of Doors 2 and 3. Please see the map on Page 4 for reference.

Please note:

- the vehicle must be placed in "Park" and the engine turned off when parked in the bay, and
- forklifts will be operating in the collection area.

Once parked, the driver should exit the vehicle and identify themselves to the warehouse team. A hi-vis vest must be worn while on site. The forklift will not be able to load until the driver and any passengers are in the safety zone. The forklift operator will locate the order and load into the vehicle. The driver should only leave the driver safety zone and return to the vehicle once instructed to do so by the forklift operator. We will attempt to load you as quickly as possible, however there may be occasions where you need to wait for other vehicles to be loaded or unloaded. Any load strapping is the responsibility of the driver and is to be completed as quickly as possible. When directed, the vehicle should exit via Gate 3 following the red line on the ground. The automated boom gate at Gate 3 will rise once you are close to the exit.

#### **What sort of vehicle is suitable for a forklift load?**

Any vehicle that can accept pallets of stock to be loaded exclusively with a forklift, including approved vans (not passenger style buses), trucks, and utes. The responsibility for securing the load rests with the driver of the vehicle. Please ensure that your vehicle is sufficiently sized to handle the total order volume.

#### **Are there any other safety requirements?**

Here at Foodbank Victoria, we take safety seriously. We're committed to taking care of the health and safety of everyone who steps through our doors – including our teams, volunteers, contractors and visitors. We're dedicated to creating a safe work environment, so every person can get home safe and well, every day.

A high visibility vest and closed-toe shoes are required while loading at Foodbank. We also recommend that you provide training on safe manual handling procedures for anyone involved in the collection. Please do not pick up pallets or step on pallets. If you need a pallet moved, please speak to a member of the Foodbank Victoria team.

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If your staff and volunteers have any safety concerns, require first aid treatment or are involved in a safety-related incident while onsite they should ensure that this is reported to a member of the Foodbank Victoria team.

If, for any reason, your driver or volunteers need to enter the building, they should identify themselves to one of the Foodbank staff or volunteers and they will be escorted inside the warehouse via the marked walkway.

To maintain our safety at work, Foodbank Victoria has a Drug and Alcohol policy. We know that drugs and alcohol can contribute to workplace incidents and impact performance and behaviour. That's why we have a zero-tolerance approach – anyone visiting our sites must not be adversely affected by alcohol or other substances.

Smoking, including e-cigarettes and vapes, is strictly prohibited in all FBV buildings, vehicles, and at worksites, except in clearly signposted smoking areas.

#### **An important reminder for our partners**

Our team of staff and volunteers is here to help, and we'll always endeavour to treat you with courtesy and respect. We ask that you make sure your staff and volunteers are treating our team with the same courtesy and respect. Any abusive or aggressive behaviour towards our staff or volunteers will not be tolerated and, if necessary, appropriate measures will be taken to ensure the safety and welfare of our team members.

#### **Who do I contact for any further questions?**

Please email [community@foodbankvictoria.org.au](mailto:community@foodbankvictoria.org.au).

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