

Pick-up Collection Guide (Hand Load)

441-459 Kororoit Creek Road Altona

This guide is for use by charity partners who are collecting orders from the Foodbank Altona site (hand 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 and time via our ordering portal. Note that you are selecting a 1-hour collection timeslot. You should arrive in sufficient time to complete your pickup by the end of your nominated timeslot. Please ensure your relevant staff/volunteers are aware of this.

There are a finite number of appointments each day. If your preferred day and time are not available, please select your next preferred timeslot.

We have a dock management system ("Mobiledock") and your booking will be made automatically after you submit your order. You will receive a confirmation email with your pickup details including the pickup timeslot.

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 your 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 one of the loading bays in front of Door 5. Please see the map on page 4 for reference. Please note:

- you will be required to reverse into the allocated bay. Please ensure that your staff and volunteers are able to do this and note that Foodbank Victoria staff and volunteers are not permitted to assist with reversing your vehicle
- the vehicle must be placed in "Park" and the engine turned off when parked in the bay
- forklifts will be operating in the collection area between Doors 1 and 4.

Once parked, the driver should identify themselves to the warehouse team and collect their hi-vis vest which must be worn while on site. Your order will be brought out to your vehicle for you to load. Loading the order safely into your vehicle is the responsibility of the driver and is to be completed as quickly as possible. Please ensure that your staff and volunteers are trained to ensure that loads are safe, stable, and suitable for transport. Once completed, 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. Do not drive or walk between trucks in driveways 1 and 2.

What sort of vehicle is suitable for a pick-up collection?

Any vehicle that can accept your ordered stock. This includes passenger buses, utes and passenger vehicles. You will need to ensure that your vehicle is sufficiently sized to handle the total order volume as there is only space for one vehicle in each bay. If you need to bring more than one vehicle, please ensure that the second vehicle remains in the carpark in front of the main building (closest to Kororoit Creek Road) until cleared by FBV staff to enter the site.

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.

