

Foodbank Victoria

Pick-up Collection Guide



3 Soho Road, Mitchell Park

This guide is for charity partners who are collecting orders from Foodbank Victoria's Ballarat Community Food Centre. It outlines the collection process, including vehicle suitability, arrival instructions, parking requirements and safety expectations.

About Foodbank Victoria's Ballarat Community Food Centre

Foodbank Victoria's Ballarat Community Food Centre is located at 3 Soho Road, Mitchell Park. The site is accessible to clients by referral only for supermarket shopping and meals. Visitors should remain alert to vehicle and pedestrian movement while onsite and follow all directions provided by Foodbank Victoria staff.

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 30-minute collection timeslot. Please ensure you 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. 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. If you arrive outside your booked timeslot, we may not be able to accommodate your collection.

The onsite speed limit is 10km/hr and must be adhered to while at the Ballarat Community Food Centre. Charity partners should enter the site at 3 Soho Road, Mitchell Park, follow any directions provided by Foodbank Victoria staff and note that there are no boom gates at this site.

When you arrive, please proceed carefully along the right-hand side of the building, park in the allocated bays and report to the Foodbank Victoria team. Our team will manage vehicle movements in line with scheduled collection timeslots to keep the site safe and operating efficiently. Please do not enter the loading or warehouse areas unless directed by a Foodbank Victoria staff member.

If your collection cannot be accommodated immediately, you may be asked to wait in a designated area until the team is ready to assist you.

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Where do I park?

The warehouse team will direct your vehicle to the appropriate collection area. Please follow all staff instructions and remain aware of other vehicles, pedestrians and operational activity while onsite. For reference, please see the parking bay image on page 4. Please note:

- You will be directed to drive into the allocated bay. Reversing is not required. Please follow staff directions and ensure that your staff and volunteers move safely around the vehicle while onsite.
- Once parked in the bay, the vehicle must be placed in "Park" and the engine turned off
- Forklifts and other operational equipment may be operating in collection areas, so please remain within the designated areas unless directed otherwise.

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, please follow staff directions to safely exit the site.

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

Any vehicle that can safely carry your ordered stock is suitable for collection. This includes passenger buses, utes and passenger vehicles. Please ensure your vehicle is large enough to carry the full order, as there is limited space for additional vehicles in the collection area. If you need to bring more than one vehicle, please follow Foodbank Victoria staff directions when you arrive.

Are there any other safety requirements?

At Foodbank Victoria, we take safety seriously. We are committed to taking care of the health and safety of everyone who comes onsite, including our staff, volunteers, contractors, charity partners and visitors. We're dedicated to creating a safe working environment so everyone can get home safe and well, every day.

A high visibility vest and closed-toe shoes are required while loading at Foodbank Victoria. We also recommend that anyone involved in collection is trained in safe manual handling procedures. 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 warehouse team.

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If your staff or volunteers have any safety concerns, require first aid or are involved in a safety-related incident while onsite, they should report this to a member of the Foodbank Victoria team as soon as possible.

If your driver, staff or volunteers need to enter the building for any reason, they must identify themselves to a Foodbank Victoria staff member or volunteer. 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. Drugs and alcohol can contribute to workplace incidents and impact performance and behaviour. For this reason, 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 Foodbank Victoria buildings, vehicles and worksites, except in clearly signposted smoking areas.

An important reminder for our partners

Our staff and volunteers are here to help, and we will always aim to treat you with courtesy and respect. We ask that your staff and volunteers show the same courtesy and respect to our team. Abusive or aggressive behaviour towards our staff or volunteers will not be tolerated, and appropriate measures may be taken to protect the safety and welfare of our team members.

Who do I contact for any further questions?

Please email BallaratCFC@foodbankvictoria.org.au.

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