

Foodbank Victoria

Pick-up Collection Guide



59-61 Williams Road, Dandenong South

This guide is for use by charity partners who are collecting orders from the Dandenong South site, operated by GRE8 for Foodbank Victoria. It outlines the collection process including vehicle suitability and safety requirements.

About the Dandenong South site

The Dandenong South site is operated by Foodbank Victoria's partner, GRE8, and is located at 59-61 Williams Rd, Dandenong South.

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. You should arrive on time, ensuring that you have sufficient time to complete your pickup by the end of your nominated timeslot. Please ensure your relevant staff and 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.

What happens when I arrive at the site?

For traffic management, operational and safety reasons you must arrive during your scheduled collection timeslot and park in the front carpark. Arrivals outside of your scheduled collection timeslot may not be able to be accommodated.

Please note:

- The 5km per hour speed limit must be adhered to while onsite
- You should not enter the building unless requested to do so
- There may be times when you are asked to wait in the carpark until your collection can be accommodated.

Once parked, the driver should identify themselves to the warehouse team. 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.

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

Any vehicle that can accept your ordered stock. This includes passenger buses, utes and passenger vehicles. Pallets may be loaded into trailers and other suitable vehicles, at the discretion of the warehouse team. You will need to ensure that your vehicle is sufficiently sized to handle the total order volume.

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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.

We 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 GRE8 warehouse team.

If you bring children onto the site, you should ensure that they remain in the vehicle and are supervised at all times by a responsible adult not involved in the collection. 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 GRE8 warehouse team. If your driver or volunteers need to enter the building for any reason, they should identify themselves to one of the GRE8 warehouse team.

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 Foodbank Victoria buildings, vehicles, and at worksites, except in clearly signposted smoking areas.

An important reminder for our partners

Our team of staff and volunteers are here to help, and we'll always endeavour to treat you with courtesy and respect. We ask that 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.