

Foodbank Victoria

Pick-up Collection Guide

477 Commercial Road, Morwell



This guide is for use by charity partners who are collecting orders from Foodbank Victoria's Morwell site. It outlines the collection process including vehicle suitability and safety requirements.

About Foodbank Victoria's Morwell Community Food Centre

Foodbank Victoria's Morwell Community Food Centre is located at 477 Commercial Road, Morwell. There is parking available at the front of the site for all visitors.

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 15-minute timeslot. Please ensure your relevant staff/volunteers are aware of this and that you arrive within your designated collection timeslot.

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. Arrivals outside of the scheduled collection timeslots may not be able to be accommodated. If you are running late, please call (03) 4120 0966.

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 477 Commercial Road and veer right, heading to the rear of the building. 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.

Where do I park?

Please park your vehicle in the allocated bays located at the rear of the building next to the rear roller door. 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

Foodbank Victoria

Pick-up Collection Guide

477 Commercial Road, Morwell



- Forklifts and other equipment may be operating in the area outside of the building. Please ensure that your staff and volunteers stay with their vehicle. Visitors are not permitted to enter the building through the roller door.

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 safely via the front gate. The 10km speed limit must be adhered to and drivers should be aware that community members may be walking in the carpark at the front of the building.

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. Please ensure that your vehicle is large enough 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 Commercial Road). Once the first vehicle has been loaded the second vehicle can proceed to the loading bay.

If you have a vehicle that is able to be loaded by a forklift, please speak to a member of the warehouse team who will provide instructions on where to park as well as other safety instructions.

Are there any other safety requirements?

Here at Foodbank's Morwell Community Food Centre, we take safety seriously. We are 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 Victoria. 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 warehouse team.

Foodbank Victoria

Pick-up Collection Guide

477 Commercial Road, Morwell



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 report this to a member of the Foodbank team as soon as possible.

If your driver or volunteers need to enter the building for any reason, they should identify themselves to one of the Foodbank staff or volunteers and 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 Foodbank Victoria buildings, vehicles, and at worksites, except in clearly signposted smoking areas.

An important reminder for our partners

Our 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 treat our team with the same courtesy and respect. 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.

Foodbank Victoria Pick-up Collection Guide

477 Commercial Road, Morwell

