



Regional Delivery Guide for Community Partners

Please take note of the following important information for your deliveries:

REQUIREMENTS

- Deliveries will be made between 8am – 3pm. Unfortunately, we cannot advise an exact time or have your delivery tracked.
- Your delivery may not arrive at the same time of day or be delivered by the same person each time.
- Please ensure all appropriate staff, including relevant volunteers, are aware of the delivery process and dates.
- Deliveries cannot be left unattended. Please ensure someone is on site to receive the order, and that the delivery driver is provided with the full name of the person accepting the delivery.
- The delivery driver is responsible for identifying a safe place to leave the order. Where possible, they will work with agency staff to accommodate drop-off preferences as best they can.

PALLETS

- Your orders will arrive on a pallet.
- For safety reasons, pallets cannot be brought into any buildings by the delivery driver.
- Drivers are not required to hand unload items from the pallet.
- You are welcome to donate, re-use or dispose of the pallets.
- If you have held onto pallets from a previous delivery, you may ask the driver on your next delivery if they can collect pallets, however they are not required to do so.

CONTACT US

- Please notify Foodbank Victoria of any changes or safety concerns which may impact your deliveries. This may include a change in location or road works etc.
- If you experience any issues with your order or delivery, please email community@foodbankvictoria.org.au or call (03) 9362 8300.