



HELLO, WE'RE FOODBANK WA

We have some important information for you.

How to get a referral to Foodbank



Go to our website foodbank.org.au, click "Find Food," and locate a nearby charity.

OR



Phone: Free-call the Emergency Relief and Food Access Service on 1800 979 777
Monday-Friday 9.30am-5.00pm.

For your first visit

Please go to Reception to get your referral card. With this card you can shop at our branches and Mobile Foodbanks. It is for you only, please don't lend it to others.

Please bring your referral letter and valid ID with your name and address. Referrals can be printed, emailed, or shown on your phone. If you also have a voucher, please tell us.

If your first visit is at a Mobile Foodbank, you will receive your card when you return the following week.

Our locations and opening hours

Perth Airport – 23 Abbott Road, Perth Airport
9.00am – 3.00pm, Monday to Friday

Albany – 5 Cockburn Road, Albany
8.30am – 2.30pm, Monday to Friday

Bunbury – 5 Clifford Street, Bunbury
8.30am – 2.30pm, Monday to Friday

Geraldton – 31 Webberton Road, Geraldton
8.30am – 2.30pm, Monday to Friday

Kalgoorlie-Boulder – 175 Forrest Street, Boulder
8.30am – 2.30pm, Wednesday to Friday

Peel – Unit 1/68 Reserve Drive, Mandurah
8.30am – 2.30pm, Monday to Friday

All locations are closed on public holidays.



For Mobile Foodbank locations, visit foodbank.org.au.

Shopping with us



What to bring

You need to show your Foodbank WA card each time you shop. Bring your EFTPOS card to make a purchase, we do not accept cash.

We recommend you bring shopping bags or boxes to put your groceries in.

How does it work?

Our shop is like a supermarket, with aisles of food and groceries to choose from. You may not see the same variety as a supermarket, but we always have basics like pasta, rice, meat and fruit and vegetables.

We often charge by weight. However, we also offer individually priced frozen meals and packages.

At Perth Airport, it is \$1.50/kg for grocery items and 20 cents/kg for bread and fresh milk. Fruit and vegetables are free.

At our regional branches, it is \$1.50/kg for grocery items and 50 cents/kg for bread and fresh milk. Fruit and vegetables are free.

After shopping, go to the checkout where a volunteer will weigh your items.

Our offerings depend on donations, so stock and availability change.

Our Mobile Foodbank

If reaching our branches is tough, try our Mobile Foodbank. It provides pantry basics, fresh produce, frozen items, proteins, and ready-to-eat meals.

While variety might differ weekly, we aim to have everyday essentials available.

Terms and Conditions

- » Items are for personal use only, not resale or commercial use
- » Payments must be made via EFTPOS, no cash sales
- » There is a weekly shopping limit of 70kg per card
- » Limits may apply to some items
- » No more than two adults can accompany a cardholder
- » Supervise children at all times
- » Shoes, shirts, pants must be worn at all times
- » Please be respectful and follow staff and volunteer instructions

Non-compliance may result in card cancellation.

Emergency Relief Voucher Rules

- » Single-use only
- » Use limited to the name-holder of the voucher
- » Unused balance cannot be refunded or reused
- » When the total exceeds the voucher value, the difference must be paid with EFTPOS
- » ID must be shown at time of use



Food Safety, Best Before and Use By Dates

Food safety at Foodbank

Most foods have a “Best Before” date for quality and a “Use By” or “Expiry” date for safety.

We have strict controls around food safety. We only accept donations before the use by/expiry dates and distribute them immediately.

Use By and Expiry date

- » Critical date marker showing when a food must be consumed by
- » Applied to highly-perishable items like meals, meat, dairy, cooked food
- » Food beyond its 'Use By' date might contain harmful bacteria and be unsafe to eat
- » It's unsafe to keep food that has passed its 'Use By' date, even if it seems ok

Best Before

'Best Before' dates are about food quality, not safety. If food has passed its 'best before' date, it does not mean it is unsafe, but it might lose its colour, flavour or texture.

- » It is not dangerous to eat food passed its 'best before' date.
- » Often found on canned foods, packaged products, long-life items, produce and pasta.
- » Food will typically be ok for 6 to 12 months after the 'best before' date.

We are able to distribute items within these periods of the Best Before dates:

- » **1 week:** fresh juice
- » **2 weeks:** thickened cream, yoghurt, dips, dairy desserts, eggs
- » **4 weeks:** sour cream, soft cream, soft cheese
- » **3 months:** frozen raw mince, frozen seafood, UHT and plant based milks
- » **4 months:** butter, margarine, hard cheese
- » **6 months:** ready made meals, cooked protein, all other frozen products, soft drinks, canned meals, salad dressing, spreads, pet care (dry)
- » **12 months:** all other raw frozen meat (excluding mince), frozen vegetables, chips, cereals, museli bars, dry cookies, water, coffee, tea, milo, flour, sugar, salt, herbs, powdered soups/meal bases, oils, pasta, rice, pet care (wet), personal care, household care products

You should consume items within these dates.

Defrosting frozen items

Frozen items should be defrosted in your fridge and cooked on the same day it is defrosted.

Food safety tips

- » Wash your hands for 20 seconds with soap before cooking and after you touch your hair, nose, eyes, raw food, smoking, or after using the toilet.
- » Wash fresh fruit, vegetables and herbs before eating. Don't wash meat, fish, chicken or eggs. Use separate chopping boards for raw meat, seafood and vegetables. Do not use any food if it has passed the 'Use By' date.
- » Keep food out of the 'temperature danger zone'. Keep frozen food in a freezer below -18°C, cold food in a fridge below 5°C. Keep hot food above 60°C. Defrost food in the fridge or microwave, not on the counter or in water.
- » When storing hot leftovers, refrigerate them after they have stopped steaming. Only keep it for 2-3 days before freezing or disposing.
- » Take special care with your high-risk foods. These foods should be stored safely and not eaten after they pass their 'Use By' date.

High-risk foods include:

- » Dairy products like milk
- » Raw and cooked meats and seafood
- » Premixed salads
- » Cooked rice and pasta
- » Food containing eggs
- » Ready-to-eat meals like sandwiches, rolls and pizzas



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