

SCHOOL BREAKFAST CLUBS PROGRAM

DELIVERY GUIDE



To effectively distribute School Breakfast Clubs Program products across Victoria, we use both Foodbank Victoria and third party delivery drivers.

Please take note of the following important information to ensure a smooth and successful delivery process:

REQUIREMENTS

- Deliveries will be made between 8am - 3:30pm. Unfortunately, we cannot advise an exact time or have your delivery tracked.
- Please ensure all appropriate staff, especially reception staff, are aware of the delivery process and dates.
- Deliveries must not 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, and cannot deliver to locations requiring stair access.
- Deliveries will be made to a single drop-off point. Drivers are not required to unpack food orders.
- In line with Foodbank Victoria's Child Safe Policy;
 - drivers must be escorted at all times while on school premises.
 - drivers are required to sign in upon arrival and sign out before departing the site.
- Where these requirements are not able to be met, deliveries will be left at reception.

PALLETS

- Some schools will receive their deliveries on a pallet.
- For safety reasons and to reduce risk of damage to property, pallets cannot be brought into school buildings.
- Drivers are not required to hand unload items from the pallet.
- Schools can either 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.
- If you experience any issues with your order or delivery, you can either:
 - lodge a form here: <https://foodbankvictoria.tfaforms.net/5221177>
 - email schoolbreakfastclub@foodbankvictoria.org.au
 - call (03) 9362 8389.