

# Victorian Government Baby Bundle Online Portal for Hospitals

## USER GUIDE



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Offering

## Background

From July 2019, the Victorian government will offer first-time parents and carers a bundle of nursery essentials to support the health, development and wellbeing of their babies. All first-time Victorian families are eligible provided their first baby is born during or after July 2019. First-time foster and adoptive parents/carers with babies up to three months of age are also eligible to receive a baby bundle.

Hospitals play a vital role to present the baby bundle to eligible families. Hospitals should maintain a monthly supply (or otherwise as arranged), which are to be presented to families during their stay.

## Introduction to the Online Portal

Welcome to the Baby Bundle Online Portal. This portal is the first step to providing Victorian baby bundles to hospitals. This is your single location to:

- Send us a message, and view a history of messages sent
- view regular standing orders and request any amendments
- view delivery address & contact details, and update these if needed
- view your upcoming deliveries and edit if needed

Overleaf you'll see an example of what the Portal looks like.

Should you have any questions or need any help or support, we are here to help you.

Email: [victoriababy@baobag.com.au](mailto:victoriababy@baobag.com.au)

## MESSAGES & DELIVERY

### WELCOME TO THE BABY BUNDLE ONLINE PORTAL

This portal is the first step to providing Victorian baby bundles to hospitals. This is your single location to view and amend your regular orders and upcoming deliveries.

Click here to download the full User Guide:  
[USER GUIDE \(Word\)](#)  
[USER GUIDE \(PDF\)](#)

Please contact us at [Victoriababy@baobag.com.au](mailto:Victoriababy@baobag.com.au) if you need any assistance using the portal.

#### MESSAGES / NOTES (0)

[NEW MESSAGE](#)

Date	Sender	Subject
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#### REGULAR STANDING ORDER

[UPDATE](#)

**State:** VIC

**Pack Name:** VIC Baby Bundle

**Bundles Per Annum:** 120

**Delivery Frequency:** Bi-monthly

**Delivery Quantity:** 20

#### CURRENT SUPPLY LEVEL



#### PLANNED DELIVERIES

[DELIVERY HISTORY](#)
[NEW DELIVERY](#)

Planned Delivery	Qty Boxes	Qty Bundles	Status	Tracking #	Action
15 Jul 2019	4	20	Confirmed		
16 Sep 2019	4	20	Planned		<a href="#">EDIT</a>
15 Nov 2019	4	20	Planned		<a href="#">EDIT</a>
15 Jan 2020	4	20	Planned		<a href="#">EDIT</a>

#### DISTRIBUTOR DETAILS

[EDIT DETAILS](#)

##### Distributor Address:

Melanie Osborne  
 St Vincent's Private Hospital Werribee  
 240 Hoppers Lane  
 Werribee, VIC 3030

##### Delivery Instructions:


Deliver to Stores - Supply Manager Paul Donelan

**Delivery Contact Phone Number (appears on label):**  
 03 9218 8292



# Login

First we need to set you up with access to the portal. We can either issue you with a username and password or - if you don't want to have to remember a new password - we can grant you access via an existing social login such as google or facebook. You can assign multiple contacts to access your portal if you need.



**DISTRIBUTOR PORTAL**

**WELCOME TO THE BABY BUNDLE ONLINE PORTAL**

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Please contact us at [Victoriababy@baobag.com.au](mailto:Victoriababy@baobag.com.au) if you need any assistance logging in or using the portal.

**SIGN IN WITH EMAIL**

**Email Address**



**Password**

☐ Remember Me

**SIGN IN**

[I forgot my password](#)

**OR SIGN IN WITH SOCIAL**



If you don't already have access, please email [Victoriababy@baobag.com.au](mailto:Victoriababy@baobag.com.au) with the following details and our team will be in touch to get you set up:

- name,
- role,
- contact details; and
- the name and delivery address of the hospital you are ordering on behalf of.

You will then be sent an email with your access details.

## 1. Messages

This is where you can see any communications we've had with you in one place. You can also send us a new message from here by clicking on the blue button.

MESSAGES/NOTES (2)

NEW MESSAGE

Date	Sender	Subject
14:27	Accounts 2	RE: Upcoming Orders <i>Hi Kate, Please find attached an update on your upcoming orders. If you have any que...</i>
13 May	Jane Smith	Winter Bag Updates <i>Hey Everyone, As you all know winter is fast approaching! We have some great new pro...</i>
7 May	Jane Smith 4	Please Update Your Contacts! <i>Hi Team, Just letting you all know I now have a new email address. Could you plea...</i>

## 2. Standing Orders

This is where you can see how many baby bundles you are scheduled to receive with each delivery, and the delivery frequency. The calculation is based on the number of bundles you require per annum to hand out to first time parents. If you find the supply on your current standing order is not quite right, you can request changes to this by clicking on the blue "Update" button.

Note that there are 5 bundles per carton, and each bundle weighs just over 2kg. The carton dimensions are 53cm H x 44cm W x 35cm D. We understand storage pressures only too well, and so offer flexibility when it comes to how often you receive deliveries. Just note, however, that there is a minimum delivery quantity of 4 cartons / 20 bundles.

REGULAR STANDING ORDER

UPDATE

State:

VIC

Pack Name:

VIC Baby Bundle

Bundles Per Annum:

120

Delivery Frequency:

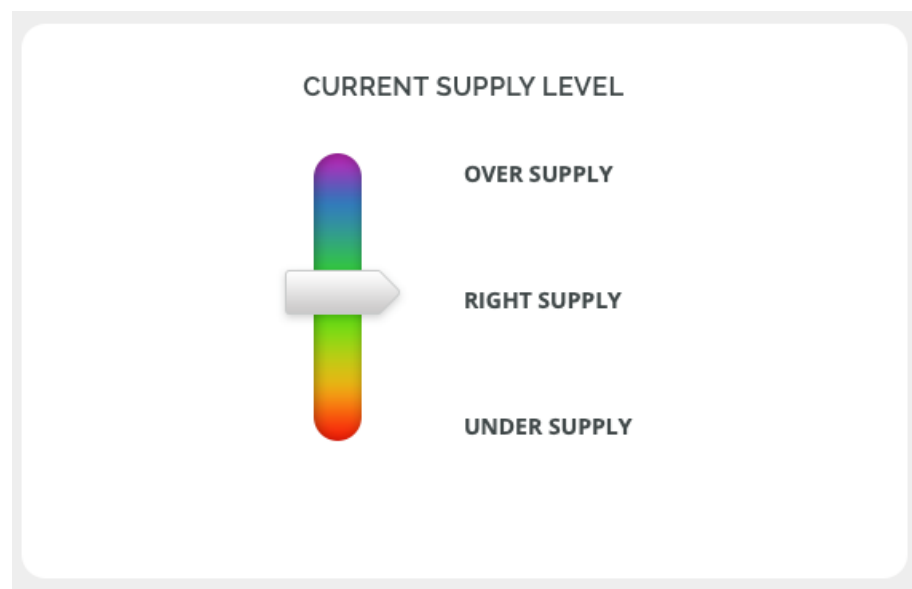
Bi-monthly

Delivery Quantity:

20

### 3. Supply Levels

This is where you can provide us with a quick health check review on your supply levels. Are we sending you too many bundles? Not enough? Or is it just right? Please channel your inner Goldilocks and adjust the dial as necessary. If supply levels aren't quite right, then this will trigger a message to our team to review the numbers with you.



### 4. Planned Deliveries

This section shows your delivery schedule. You can edit a planned delivery if you need to skip it or change the quantity, right up until it moves to Confirmed status. Tracking details are provided for deliveries that have already been dispatched.

You can also request a new delivery if you've run out of stock and can't wait for your next scheduled delivery.

PLANNED DELIVERIES						DELIVERY HISTORY	NEW DELIVERY
Planned Delivery	Qty Boxes	Qty Bundles	Status	Tracking #	Action		
15 Jul 2019	4	20	Confirmed				
16 Sep 2019	4	20	Planned		EDIT		
15 Nov 2019	4	20	Planned		EDIT		
15 Jan 2020	4	20	Planned		EDIT		
16 Mar 2020	4	20	Planned		EDIT		

## 5. Distributor Details

This section is what appears on the delivery labels for the courier. You can amend this at any time by clicking on the blue button.


DISTRIBUTOR DETAILS

EDIT DETAILS

**Distributor Address:**  
Melanie Osborne  
St Vincent's Private Hospital Werribee  
240 Hoppers Lane  
Werribee, VIC 3030

**Delivery Instructions:**  
Deliver to Stores - Supply Manager Paul Donelan

**Delivery Contact Phone Number (appears on label):**  
03 9218 8292



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