

KEY INFORMATION SUMMARY

1. Donation dates

- First day bananas can be ordered: Saturday 12 September 2026
- First day bananas can be collected (if ordered on 12 September): Wednesday 16 September 2026
- Last day bananas can be ordered: Friday 26 March 2027
- Last day bananas can be collected: Tuesday 30 March 2027

2. Eligibility

- Bananas can only be ordered for Little Athletics programs/meets (i.e. not senior/open Athletics programs/meets)
- Centres to order bananas for Centre activities only NOT zones, regionals or state events.

3. Coles Online accounts (UPDATED)

- Only one Coles Online account will be allocated per Centre for banana donations.
- All Coles Online accounts used for Little Athletics bananas must be identifiable as your Centre either through:
 - (a) the email address (e.g. HawthornLittleAths@gmail.com OR XXX@lavic.com.au OR info@hawthornlac.org.au), and/or
 - (b) your account's Customer Name which you can change once you're logged in (see page 8)
- From season 2026/27 onwards, Centres using personal email addresses and individual names will need to either:
 - (a) Change their Centre's Coles Online account to an identifiable email address for banana donations (see page 7), OR
 - (b) Update their account's Customer Name to a Centre name, not an individual's name (refer to instructions on page 8)

4. Ordering your bananas

- **(UPDATED) Allow 5 days notice** - Banana boxes must be ordered 5 days in advance of collection otherwise your order may not be fulfilled.
- **Free bananas can only be redeemed through Coles Online Click&Collect (C&C)** - Centres and stores cannot make separate arrangements for free bananas outside of the Little Athletics Banana Donation program Coles Online process
- **Separate your banana order - Little Athletics bananas MUST BE PLACED AS A SEPARATE ORDER** to other grocery items. Centres are encouraged to use their Coles Online accounts to order other grocery items for their canteen, but these must be ordered separately and paid with credit card or Paypal NOT "Customer Account"
- **Little Athletics bananas must be ordered as Click&Collect NOT delivery** - The Little Athletics banana boxes cannot be ordered as a delivery item. They must be placed as a Click&Collect order.

5. Putting out your bananas at your Little Athletics Centre (UPDATED)

- It is up to Centres how and where they put out their donated bananas from Coles. However, it would be greatly appreciated if they can be placed under or near a Coles marquee, inside Coles baskets and near a Coles tablecloth and/or Coles banana signage. Baskets and banana A-frame signs have been sent to Centres in previous years. If you require a top up or replacement of baskets, A-frames, please email communitysport@coles.com.au.
- The first 320 Centres that pre-register for Coles Community Round this year will receive a FREE 3x3m Coles marquee which includes a banana wall backing you can either put up with your marquee or separately near your Coles bananas (see page 5 for details).

6. Questions

- **(UPDATED)** Please send any questions you have about the Coles Banana Donation program or Coles Online process to communitysport@coles.com.au **AND** businessorders@coles.com.au

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GENERAL FAQs

What is the Coles Little Athletics banana donation program?

The Coles Little Athletics banana donation program has been a key feature of Coles' partnership with Little Athletics since 2017, with more than 7 million bananas donated to Little Athletics Centres across Australia to encourage healthy eating and foster connections between Centres and local Coles supermarkets.

Is my Little Athletics Centre eligible for banana donations?

To be eligible for the Coles Little Athletics banana donation program, your Centre must be running an approved Little Athletics program and affiliated with one of the following Little Athletics state bodies for the 2026/27 season:

- Athletics West
- Capital Athletics
- NSW Athletics
- Little Athletics Qld
- Little Athletics Victoria
- Little Athletics South Australia
- Little Athletics Tasmania

Clubs that are affiliated with a Little Athletics Centre and not directly with one of the organisations listed above are not eligible for the banana donation program and will need to go through their Centre for banana requests.

NOTE: Winter season Centres (Centres operating from April to September) have a different donation period to summer season Centres. Winter season Centres will receive separate communications about the start and end of their donation period. This Information Sheet is not applicable to winter season Centres.

How do I receive free bananas for my Little Athletics Centre?

Centres must order and collect Little Athletics banana boxes via **Coles Online Click&Collect (C&C)** using their assigned Coles Online Business account.

Centres must follow the Step by Step **Little Athletics Coles Banana Donations How to Guide – Coles for Business** to ensure that they are not charged for their Little Athletics bananas.

The Guide will only be provided to an eligible Centre via their assigned Coles Online Business account/email address. New Centres / accounts will be sent the Guide as part of their Coles Online onboarding. If you did not receive the Guide and would like a copy sent to your Coles Online Business email, please email communitysport@coles.com.au with your request and include your Centre's name.

Please follow the step by step instructions in the How to Guide for every order, noting that additional grocery orders MUST be placed separately.

Can I collect bananas from a store without a Coles Online account?

No. If Centres want to receive free bananas from Coles, they must use their assigned Coles Online Business account and follow the Little Athletics Banana Donation C&C process.

What if our local Coles don't offer Click&Collect?

In some instances, your nearest Coles store may not offer Click&Collect but with over 700 Coles locations across Australia offering Click&Collect, you should be able to choose another location nearby even if it's not your closest store.

Search for your Coles store [here](#) or enter your address at the Coles Online checkout to find your nearest C&C store.

Can we get bananas delivered instead of using Click&Collect?

No. Banana boxes can only be redeemed through Click&Collect and is not available as a delivery option. Click&Collect also offers greater flexibility with collection windows for Centres and provides an opportunity for Centres to build a relationship with their local store.

Can I change stores from last season?

Yes, you have the ability of selecting a Coles Click&Collect location that is most convenient for you and Centres can even change stores week to week. There are no allocated or assigned stores to Centres.

How many bananas can I order?

There is a **maximum of 4 boxes per week** (there are approximately 80 bananas per box). We ask that you redeem the same number of boxes per week that you have been collecting in previous seasons unless you have a substantial change in participation numbers to ensure no wastage. The Coles Online process will provide greater visibility for Coles to check if Centres are ordering bananas commensurate to registration numbers. Centres will be notified and asked to adjust their orders if there are any discrepancies.

Can I order other fruit or canteen items for my Centre?

Yes, as long as you place other grocery items as a separate order to your banana boxes.

Your additional order will require a payment method at checkout (credit/debit card or PayPal). Please ensure you follow the instructions in the **How to Guide** to place orders for additional groceries.

IMPORTANT: All Coles Little Athletics banana accounts will be monitored weekly and if a Centre places an order incorrectly, they will be notified by Coles Online and asked to remedy it immediately. If Centres consistently order additional grocery items with their banana order and not as a separate order, (i.e. more than 3 times), their access to free bananas will be suspended for the season.

When do I need to place my order?

Orders need to be placed at least 5 days before collection, however we recommend providing as much notice as possible to allow our store teams to prepare your order. Through the Coles for Business platform you will be able to place orders up to 13 days in advance.

You can adjust the timing of your collection depending on your Centre's preferences and needs, i.e. you do not need to collect on the day of your Little Athletics program, or you may want to collect a couple of days in advance to ensure your bananas are ripe.

How do I place an order?

You can place your orders following the step by step instructions in the **Little Athletics Coles Banana Donations How to Guide – Coles for Business**. Placing an order is easy and simple, and once you place the first order, you'll be able to shop from your 'bought before' list, streamlining your order process.

If you did not receive the Guide and would like a copy sent to your Coles Online Business account email, please email communitysport@coles.com.au with your request and include your Centre's name. Please note, the Guide will only be sent to your registered Coles Online Business account email.

Can other people from my Centre place the order?

No. Only one person should be managing their Coles Online account per Centre. Please note, only one email / Coles Online Business account will be assigned per Centre.

Where do I go to collect my bananas after the order is placed?

After the order is placed, Centres will be able to collect their bananas in the timeframe and from the store they have selected. There are different C&C processes for each store – so depending on your selection, the banana boxes may be taken out to your car directly (direct to boot), or you may have to collect from the C&C service desk inside the store. This will be confirmed on your order confirmation.

Can other people from my Centre collect the order I place?

Yes, however, the collection notifications from Coles Online will go to the email and phone number linked to the account. If someone else is picking up your order, you can forward the 'order ready' message to that person. They can let us know when they're on the way and when they've arrived.

2026/27 Banana Donations Centre FAQs

If you cannot click on the "I've arrived" notification, you can call the store phone number to let them know you have arrived. There is usually a store phone number in the instructions you receive on your order confirmation or you can find the number via the [Coles store locator](#).

How can I cancel my order if our program gets washed out on the day?

If you need to cancel your order, you can easily do this yourself through your account if the order has not already passed the modification cut off date and time as listed on your order confirmation (which is usually 24 hours before your collection).

If the order has passed its modification cut off time you will need to contact our **Customer Care team on 1800 455 400 or our Business Support team on businessorders@coles.com.au** and request the order be cancelled.

On the odd occasion your Centre is unable to cancel in time, we recommend you don't collect the bananas for that week. If an order is not collected within the specified collection window, the bananas will be put back on the store floor for sale. This will not impact the Centre's account or future orders unless there is a regular pattern of missed collections, in which case your Centre will be notified and asked to rectify. We strongly encourage all Centres to plan ahead to avoid cancellations.

What should I do with left over bananas?

We ask that you redeem only the amount your Centre needs commensurate to your expected attendance each week in order to minimise food waste. For example, if you are a small Centre with less than 50 athletes, you will only need one box (80 bananas).

Can I order the bananas for region or zone carnivals my Centre is hosting or attending?

If you are hosting a region or zone event - please do not use your Centre's account to place banana orders for region, zone and major state carnivals and championships to avoid duplication. Coles has a separate ordering process for these events so it is not necessary for you to order extra boxes.

If you are attending a region or zone event – you can order your bananas as per your usual weekly process and take the bananas to your carnival for that week. However, there will be plenty of bananas already ordered for these events so it is not necessary to bring your own. Banana box limits (4) will still apply for your Centre that week (e.g. if you have a Centre meet on Friday and a region event on Saturday, you can still only order a maximum of 4 boxes for that week).

What can my Centre do to promote the Coles banana donation?

Ideally bananas are placed under a Coles marquee in Coles shopping baskets or on a table with the Coles Little Athletics tablecloth and alongside the Coles water container that your Centre received in previous years. We can also issue your Centre with a "Banana A-Frame" which has a place for you to write in your local store's name.

If you didn't receive a Banana A-frame or would like another re-issued due to wear and tear, there are a limited number of A-frames still available. A limited number of baskets is also available this season for Centres. Please contact communitysport@coles.com.au with your request.

This season, the first 320 Centres that pre-register for Coles Community Round will also receive a FREE Coles banana marquee with a banana wall backing, as well as an updated Coles banana tablecloth. We encourage Centres to use the marquee, wall backing and table cloth outside of Coles Community Round to promote the Coles banana donations. The wall backing can be added to your marquee or placed separately near your bananas (e.g. next to your canteen).

Coles Community Round pre-registration will open on **Friday 11 September 2026**. Only the first 320 Centres to pre-register will receive a marquee. For details, go to: <https://www.athletics.com.au/little-athletics/coles-partnership/>

Coles would greatly appreciate if Centres can acknowledge Coles for their free bananas in any Centre communications – e.g. PA announcements, newsletters, yearly handbooks and social media. You can share photos with us on social media using the hashtag **#ColesLittleAthletics** and tagging in @Coles on Facebook or @colessupermarkets on Instagram.

From time to time, Little Athletics may also run some social media competitions featuring the Coles banana donations for Centres and parents to enter and win some great prizes, including Coles gift cards. Look out for these throughout the season by following Little Athletics' social channels.

2026/27 Banana Donations Centre FAQs

We also encourage Centres to go into their local Coles store and connect with the Store Manager to find out other ways the store can support your Centre beyond the weekly banana donations throughout the season. This may be through the Local Community Support Program, or placing a club flyer on the store's community noticeboard or supporting your Centre's Coles Community Round activities or end of season awards.



Who can I contact if I have any questions or issues with our banana donations?

- You can read more about Coles for Business [here](#)
- You can read more about Click&Collect [here](#).
- If you have any questions about your Coles Online Business account, placing your orders, or the quality of your bananas (e.g. receiving green bananas), please email businessorders@coles.com.au and communitysport@coles.com.au. We encourage Centres to raise their query as soon as possible so that it can be rectified straight away rather than waiting until the end of the season.
- If there are any issues on the day of collection, you can message our Customer Care Team on 0429 989 656
- If you have any questions about Coles' partnership with Little Athletics, including requests for additional merch such as table cloths, banana A-frames, baskets and volunteer vests, please email communitysport@coles.com.au.

What is the 'three strikes' policy?

If you have made a genuine error with your banana ordering, (e.g. you accidentally ordered more than 4 boxes in a week) you will be notified by Coles Online and asked to rectify for the next order. However, if the same error persists after three warnings, your centre will not be able to redeem free bananas for the rest of the season. You'll still be able to use your Coles Online account, but you'll need to select 'other' payment option at the checkout.

COLES ONLINE FAQs

How do I know if my Centre has a Coles Online account?

If your Centre was affiliated with a Little Athletics state body last summer season (2025/26), you should already have a Coles Online account.

If you do not know your Centre's Coles Online username and password, in the first instance, please check with your 2025/26 committee and seek permission to get access to this account.

If you are still not sure, you can email communitysport@coles.com.au with your request. Please note that this process may take a while and we do encourage you to find out from your previous committee first.

If you were NOT affiliated with Little Athletics in 2025/26 (i.e. your Centre is affiliating with Little Athletics for the first time or returning from a hiatus), you will need to be allocated a Coles Online Business account by emailing your request to communitysport@coles.com.au.

How can I change our Centre's email address?

Only one email/Coles Online account per Centre will be allocated for Coles Online banana collections. Any new email addresses added for a Centre will automatically void previous emails/Coles Online accounts from redeeming free Little Athletics bananas.

To request a new email address for your Centre's Coles Online account, email communitysport@coles.com.au with your Centre Name and the email address you wish to use for your Coles Online Banana orders.

From season 2026/27 onwards, all Coles Online accounts used for Little Athletics bananas must be identifiable as your Centre either through:

- a) the email address (e.g. HawthornLittleAths@gmail.com OR XXX@lavic.com.au OR info@hawthornlac.org.au), and/or
- b) your account's Customer Name which you can change once you're logged in

IMPORTANT: Do not set up a new account for your Little Athletics bananas. Email communitysport@coles.com.au with your request for a new account instead.

Once your Centre has been set up with a Coles Online Business account you will be onboarded by the Coles Online team who will provide you with the **Little Athletics Coles Banana Donations How to Guide – Coles for Business** and further instructions on how to complete your account profile and order bananas throughout the season.

I can't log into our Centre's account because the multi-factor authentication is going to an old volunteer's phone number. How can I change the phone number to log in?

Please email businessorders@coles.com.au or call 1800 557 610 outlining your request.

I forgot my password from last year. How can I retrieve my password?

Follow the 'forgot password' prompts at login. If you still can't retrieve your password after following the prompts, email businessorders@coles.com.au or call 1800 557 610 outlining your request.

How can I change the Coles Online contact person on our Little Athletics account?

You can update your details via the website.

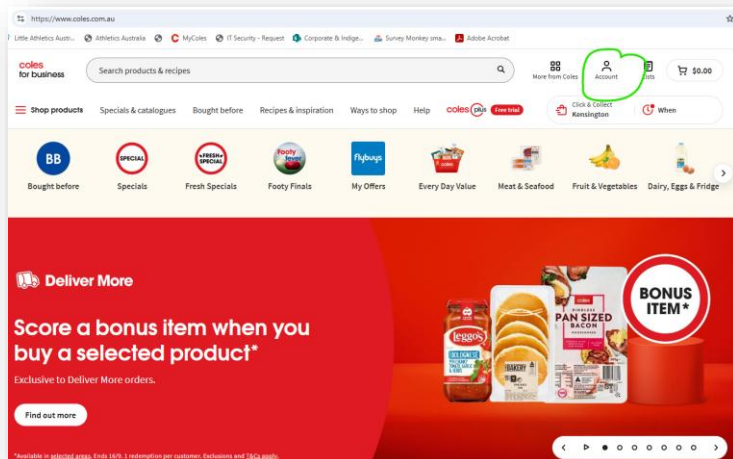
- Step 1: Log in to your account
- Step 2: Click on your name
- Step 3: Choose the section you need to update, and follow the prompts to edit.
- Step 4: Save your changes.

coles Little Athletics

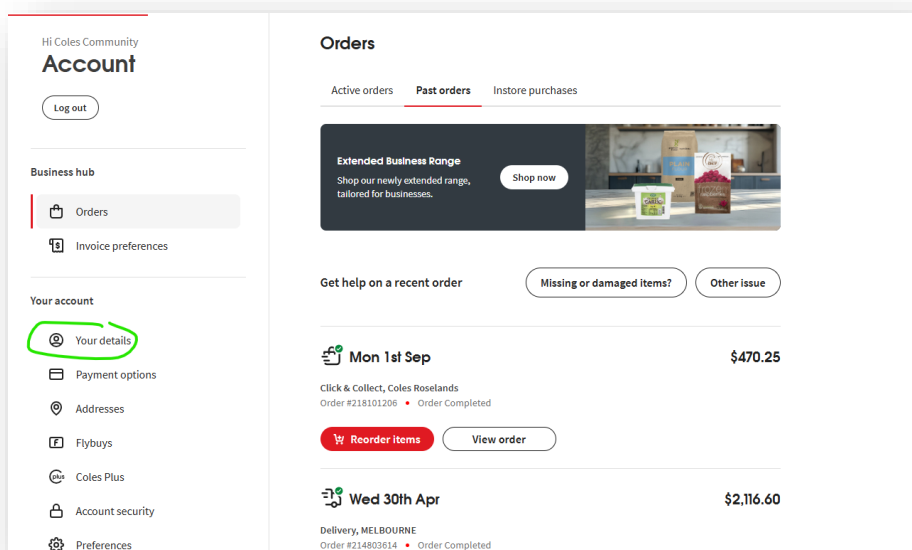
2026/27 Banana Donations Centre FAQs

How do I change the account to my Centre's name?

1. Log in to your account via www.coles.com.au



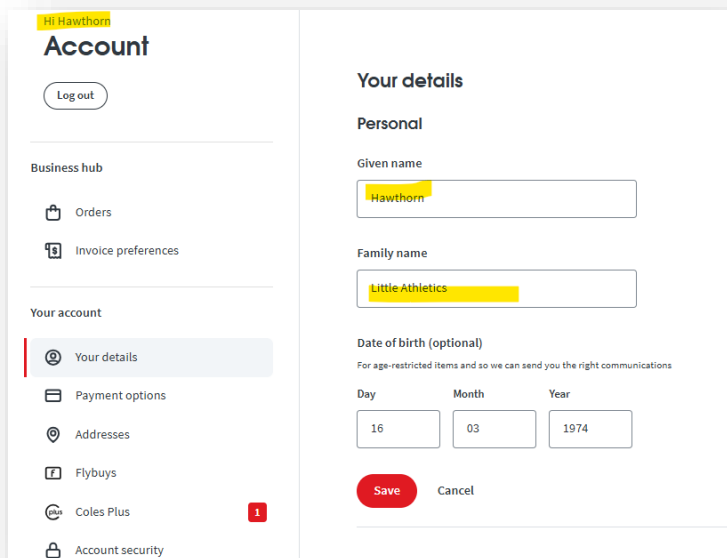
2. Select "Your details" in the main menu



3. Update your details

You can update:

- **Centre name** - for transparency, we recommend you use your Centre name (e.g. "Hawthorn") in "Given Name" and "Little Athletics Centre" or "Athletics Club" in "Family Name"



Hi Hawthorn

Account

Log out

Business hub

- Orders
- Invoice preferences

Your account

- Your details**
- Payment options
- Addresses
- Flybuys
- Coles Plus
- Account security

Your details

Personal

Given name

Hawthorn

Family name

Little Athletics

Date of birth (optional)

For age-restricted items and so we can send you the right communications

Day Month Year

16 03 1974

Save Cancel

- You can also update your **mobile number** in this section
- You can update other details such as payment options, addresses etc. by using the main menu on the left hand side of the screen and following the prompts.
- **To update your email address**, you need to submit a formal request to businessorders@coles.com.au (and cc' communitysport@coles.com.au) with your Centre name, your existing email/login and the email/login you want to change it to.

How can I change the phone number on the order to the person who is collecting the bananas so that they receive the notifications about the order?

You cannot change phone numbers on C&C orders. The collection notifications from Coles Online will go to the email and phone number linked to the account. If someone else is picking up your order, you can forward the 'order ready' message to that person. They can let us know when they're on the way and when they've arrived.

What should I do if I can't tap on the "I've arrived" notification?

If you cannot click on the "I've arrived" notification, you can call the store phone number to let them know you have arrived. There is usually a store phone number in the instructions on your Order Confirmation or you can find the number via the [Coles store locator](#).

Why am I getting charged for our banana orders?

All Centres will receive an invoice after each order is collected. At the bottom of the invoice under 'Payment method', it appears as **Customer Account** which means you are billed to the business account NOT your Centre's account.

If your Centre follow the Step by Step process of the **Little Athletics Coles Banana Donations How to Guide – Coles for Business** you will not be charged for your bananas.

As long as the 'my account' payment method is selected at checkout when processing the banana orders then there will be no charge to the Centre. If your payment comes up as "Customer account" (see example screenshot on next page), this indicates you have ordered correctly and there will be no charge.



2026/27 Banana Donations Centre FAQs

coles for business

Online order tax invoice
Invoice number: [REDACTED]

Email: BusinessOrders@coles.com.au
Coles Online Customer Care: 1800 557 610
ABN: 45 004 189 708
Store: [REDACTED]

Customer name: [REDACTED]
Account email: [REDACTED]
Customer ABN: [REDACTED]
Address: [REDACTED]

Click & Collect

Coles [REDACTED]
[REDACTED]

When

Tuesday 24 September,
4:00pm to 6:00pm

Order placed

[REDACTED]
Monday 23 September,
10:23am

Payment summary

Get more points with Coles Plus

If you were a Coles Plus member, you could have earned an additional 120 Flybuys points on this shop.
Start a one month free trial* at coles.com.au/plus.

*Free trial for new customers only.
For T&Cs see shop.coles.com.au

Get more value with Coles Plus

Join Coles Plus for free delivery on orders over \$50 and collect double points when you link your Flybuys.
Start a 1 month trial free* at coles.com.au/plus.

*Free trial for new customers only.
For T&Cs see shop.coles.com.au

Your trolley (2 items)

\$120.00

Payment total (with GST)

\$120.00

GST Included in total

\$0.00

Payment method

Customer account

AUD \$120.00

Total amount

AUD \$120.00

If there are any discrepancies or you have been charged for your Little Athletics bananas, please email businessorders@coles.com.au and communitysport@coles.com.au AS SOON AS POSSIBLE so that it can be investigated and rectified straight away. Please cite your order number, Centre Name and account email in your query.