

## Frequently Asked Questions

### Communities@Work Christmas Campaign

*Updated: September 2020*

You might be wondering what will happen to your donations and how we help people. Here are the answers to some of our frequently asked questions. If you require further information, please email us ([admin@commsatwork.org](mailto:admin@commsatwork.org)).

#### **What is Communities@Work?**

Communities@Work is Canberra's largest not-for-profit organisation, serving the Canberra community. We are a leading provider of children's services as well as providing services for seniors, people with a disability and the most vulnerable and disadvantaged.

#### **How many people do you assist at Christmas?**

Last Christmas, Communities@Work assisted over 1,000 individuals by providing Christmas gifts and food packages. During the year we have over 900 households sign up to get regular or one-off assistance when they are experiencing hardship through our community pantries in Tuggeranong and Gungahlin.

#### **How are donations accessed?**

Each year a specially decorated Christmas room is set up in the Gungahlin and Tuggeranong Community Centres. People who are current clients of our pantry services are invited to visit the room and choose something from the donated items. Volunteers and paid staff set up the spaces and are there to support people during their visit.

#### **How much food do people receive?**

Families will receive a Canberra Relief Centre hamper full of everyday pantry items, their choice of Christmas food to complement the hamper, and a gift voucher to use for fresh food. The amount of food will depend on the size of the family.

#### **How do you know how many gifts to give people?**

Volunteers will confirm the number of people in a family by viewing a person's Medicare card. This indicates how many gifts a person can collect.

#### **Are the gifts wrapped?**

No, gifts are not wrapped, as people want to see what it is they are choosing. We provide rolls of wrapping paper and cards at the front door of the Christmas room for people to use if they need it.

#### **What help do you give people at times other than Christmas?**

We provide people with free food and hygiene items, bus tickets, pay for medical scripts, provide showers and shower packs, information and referrals, as well as assisting in any way we can. We accept donations at all times of the year. Visit our website for more information ([commsatwork.org/support](http://commsatwork.org/support))