

## Frequently Asked Questions: Community Pantries and Other Support

### Who can get help?

Communities@Work and the Social Programs (Support Services) are committed to helping anyone who needs us. There is no eligibility criteria to access support.

### What is a community pantry?

A community pantry is like a small supermarket that has food, hygiene and household items that people can access in a number of ways.

### What is crisis support?

Crisis Support is the next level of support that Communities@Work Social Programs gives to people in need. It includes having a chat about your individual circumstances in a respectful and confidential way. We can give you food, household and hygiene items and suggestions of other help in community as well as many other things that are specific to your situation.

### How can we access help?

- You can fill the "Get in touch" form on our website: [commsatwork.org/get-in-touch](https://commsatwork.org/get-in-touch)
- You can leave a message for us to give you a call on 02 6293 6500

### What if I can't get to the pantry during its operating hours because I am working?

We can work out how to help you when you get in touch, please don't let that be the reason you don't make contact.

### What type of help do you give?

We have fresh, frozen and non-perishable food, as well as other essential household items (e.g. personal hygiene, cleaning, baby items etc). We have accounts at chemists to help people pay for medicine, we have other types of help and know lots about other things available in the community. We understand processes and can give you tips on how to navigate systems.

### I'd ask for help, but other people probably need it more.

That isn't something you need to worry about. We have enough resources to help people. If you need us, we are here for you.

### I never thought I'd need to ask for help.

The circumstances we are currently living in are not something that we could have ever predicted. Let us be there for you. We are all part of the community and are here to support each other.