

# Christmas Appeal Frequently Asked Questions

*Updated: October 2021*

## **What is Communities at Work?**

Communities at 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 1,100 individuals by providing 1,006 food hampers. We stocked our Christmas Cave with all the donated food and gifts and ensured that everyone in need got something to make their and their family's Christmas special. This year, with COVID-19 restrictions, we expect the need for donations to be greater. We'll also ensure all donations are handled in a COVID-safe manner, including contactless drop-offs.

## **How are donations accessed?**

Each year a specially decorated Christmas room is set up in the Gungahlin and Tuggeranong Community Centres, called the "Christmas Cave." 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. With COVID-19 restrictions, this may change, and we are working on new ways to distribute items to make people's Christmas special.

## **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: [www.commsatwork.org/support](http://www.commsatwork.org/support)

### **Where can I drop off my donations?**

You can drop off your donations directly to Communities at Work (Mon–Fri 9 am to 4 pm) at:

- Communities@Work Tuggeranong: Tuggeranong Community Centre, 245 Cowlshaw Street, Greenway
- Communities@Work Gungahlin: Gungahlin Community Centre, 47 Ernest Cavanagh Street, Gungahlin
- Communities@Work Weston Creek: John Turner Building, 172 Dixon Drive, Holder

### **Who do I speak to if I have questions?**

- Email: [christmas@commstawork.org](mailto:christmas@commstawork.org) ; [admin@commsatwork.org](mailto:admin@commsatwork.org)
- Phone: 02 6293 6500
- Website: [www.commsatwork.org/get-in-touch](http://www.commsatwork.org/get-in-touch)