

Christmas Appeal

Frequently Asked Questions

What is Communities at Work?

Communities at Work is Canberra's largest not-for-profit organisation and the largest provider of children's services, serving the Canberra community. We are also provide services for seniors, people living with disability and people experiencing hardship.

How many people do you assist at Christmas?

Each Christmas, Communities at Work helps over 1,000 individuals by offering access to essential food and gifts to ensure that everyone in need gets something to make their and their family's Christmas special.

How do vulnerable people get their donations?

Each year our volunteers and staff set up specially decorated Christmas rooms in the Gungahlin and Tuggeranong Community Centres, called "Christmas Caves" where we display all the donations. Clients of our community pantry or crisis support services are invited to visit the rooms and choose gifts for themselves and their family.

How do you know how many gifts to give people?

We check a person's Medicare card to confirm the number of people in a family. This indicates how many gifts a person can collect.

Are the gifts wrapped?

No, gifts are not wrapped, as people want to see what they are choosing. We provide rolls of wrapping paper and cards at the front door of the Christmas Cave for people to use if they want to wrap up their chosen gifts.

What sort of donations do you need?

We have a list of suggested items that our clients want and need. You can [download the donation list here](#). We're also often short of gifts for teenagers and adults as most people think of donating items for young children. If stuck for ideas, gift cards are useful (\$20-\$30 lots).

What's 'Pack the Bus'?

This is a Christmas fundraising drive set up by radio station Mix106.3 and Transport Canberra in 2021. They encourage the community to donate to our Appeal then drive a specially decorated bus for 2-3 weeks in December to pick up donations from schools, businesses, government departments and community groups. In short, they 'pack the bus' with Christmas donations for our Christmas Caves. In it's first year, *Pack the Bus* collected almost 7,000 gifts!

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

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, give 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

Who do I speak to if I have questions?

- Email: admin@commsatwork.org
- Phone: 02 6293 6500
- Website: www.commsatwork.org/get-in-touch