



Welcome to the Redland Community Centre's Christmas Project!

We appreciate your interest in participating in one of our biggest community initiatives.

This project provides gifts for children aged 16 and under. To qualify for assistance, you must reside in the Redlands/Bay Islands or Wynnum/Manly area and be able to show ID with your children's names on it, such as a Health Care Card or Medicare Card.

Our Mission is to support local community members facing difficulties during this special time of year by ensuring each child has presents on Christmas day. Your application will be handled with the utmost privacy and confidentiality, and all applications will be individually assessed.

The Christmas Project is entirely community-supported and does not receive government funding. The level of support we can provide depends on the generosity of the Redlands, Wynnum/Manly communities and the donations we receive. We receive a large number of applications each year, and assistance given in previous years is reviewed to promote an even distribution of resources. Please note that completing and submitting an application does not guarantee assistance. However, we will keep you informed about the status of your application throughout the process.

This year, the Christmas Project has been enhanced to better assist our community. Families will now complete an online application, which Redland Community Centre (RCC) Team members will review. Families will receive an email with the outcome of their application and further instructions.

If approved, the email will contain a link to a booking system, 'Humanitix,' where you can select a convenient day and time (15-minute slots) to pick up your gifts. Please note that it is **your responsibility** to book a time slot. We *highly recommend arriving 10 minutes early* for your designated time slot. Please refer to the **FAQ** section for further information.

During your preferred designated time slot, families will be guided through the Christmas space by a Volunteer, allowing you to **personally select gifts**. Each parent/guardian can choose *three gifts from one table, two from another, and one from a third table*, along with books and one soft toy for each child. There will also be *late-night options available for working parents*.

If you would like to be part of the RCC Christmas Project 2024, please complete the application form by following this link <https://www.jotform.com/build/242108755416052>

Please note that this year, gift bags will need to be collected from TAFE Alexandra Hills, IC Block, Windemere Rd, Alexandra Hill

Thank you for applying to be a recipient of our Christmas Project – Merry Christmas!

Frequently Asked Questions

How can I get assistance for Christmas gifts?

To receive assistance, please complete the Christmas Project online application form. The link to the form is available on the Redland Community Centre's Facebook page. **Don't have access to the internet or a computer?** there will be a computer available at the Redland Community Centre within operating hours to submit your application, otherwise please attend your local library.

Where do I pick up my package?

Package collection will take place at TAFE Alexandra Hills, IC Block - Windemere Rd, Alexandra Hills.

When will I be able to collect my package?

You can collect your package on the days and times provided through the Humanitix link. 15-minute time slots are available from 10 a.m. to 2 p.m. Selected days also offer late-night options for working families. **We HIGHLY recommend planning to arrive 10 minutes prior to your booking time.**

How long do I have to collect my items?

Each family is allocated a 15-minute time slot only to ensure we can efficiently assist 200 families and over 400 children.

What if I can't collect my package (location or timing)?

If you are unable to collect your package during your scheduled time, it is crucial to cancel and reschedule your booking via Humanitix. Failure to cancel and a no-show will result in the withdrawal of your application. If you cannot make it to TAFE, please contact info@redlandcommunitycentre.org before booking a time slot.

Can an organisation or person collect the package on my behalf?

Yes, an organisation or person can collect the package on your behalf. They must bring a copy of your ID and arrive at the correct booking slot.

Is there a cut-off date for applications?

Yes, the cut-off date for applications is Monday, 4th December 2024. We will, however, try to assist those in need, depending on the resources available at the time.

What should I bring to the collection?

Please bring a valid ID with your children's names on it (e.g., a Health Care Card or Medicare Card) and your humanatix ticket.

Can I change my booking time after it's been scheduled?

If you need to change your booking time, please do so through the Humanitix link provided. Ensure any changes are made well in advance to accommodate all families.

What types of gifts are available?

Each parent/guardian can select three gifts from one table, two from another, and one from a third table, along with books and one soft toy for each child.

How will I be notified about my application status?

You will be notified via email. Please monitor your inbox, including your junk/spam folder, for updates.

Collection Rules

1. **Time Allocation:** Each family is allocated a 15-minute time slot. If you arrive late, your collection time will be reduced accordingly. We HIGHLY recommend presenting 10 minutes prior to your booking time.
2. **No-Show Policy:** Failure to attend your scheduled booking will result in the withdrawal of your application.
3. **Children's Access:** Children are not permitted inside the venue during collection in addition only 2 family members are allowed in the venue due to limited space.
4. **Compliance:** Failure to follow the instructions of staff and volunteers will result in the withdrawal of your application.
5. **Responsibility:** Applicants are responsible for completing their own applications, monitoring their emails (including junk mail), booking their own time slots, and managing their appointments.
6. **Time Management:** If you exceed your 15-minute allocated time, you will be asked to conclude your selection and leave.
7. **Parking:** Please park in the designated areas at TAFE Alexandra Hills, IC Block. Ensure you follow all parking rules to avoid any inconvenience.
8. **Identification:** Ensure you bring the required identification for verification at the time of collection, including your Humanitix ticket. No ID, no entry.
9. **Respect and Courtesy:** All participants are expected to treat staff, volunteers, and other families with respect and courtesy. Any form of misconduct will result in the withdrawal of your application.
10. **Partners:** Each booking slot allows up to two people to attend at a time. This means if you have a larger family or need extra support selecting items, you're welcome to bring a friend, partner, or caregiver with you.

Rationale for Rules:

These rules are designed to ensure everyone has a fair opportunity to access items for their children. Each year, we assist between 150 to 200 families and over 400-800 children. The regulated booking times enable us to efficiently manage the flow of approximately 200 people through our doors in a manner that is effective for both the centre and its volunteers.

