



Christmas Toy Drive

Frequently Asked Questions

The following frequently asked questions are in reference to Children's Hospital Foundation's Christmas Toy Drive. If any of your questions have not been addressed, please contact us for more information.

Q1. Where are my donations going?

All toy, clothing and book donations will be sorted in Santa's workshop and processed to support as many patients and families as possible, in the lead up to Christmas, on Christmas Day and into 2022.

Q2. Can I run a Toy Drive?

Yes, you absolutely can! We'd love for you to register your Toy Drive with us so we know to expect your wonderful donation and so we can support you throughout your activation. To register your Toy Drive, please visit <https://bit.ly/CHFToyDrive>

Q3. Will you help with my Toy Drive?

If you register your Toy Drive, we can support you by providing some tips and tricks, a poster, flyer, social tile, and a Letter of Authority. You can share this with your donors to show that your Toy Drive has been approved by the Children's Hospital Foundation as the nominated beneficiary.

Q4. Are there specific items you need?

We are always in need of gifts for teenagers, particularly for boys 10+. Popular items for this age group include small Bluetooth speakers, wireless headphones and small fidget puzzles. Other hot favourites include Lego, Play-Doh, playing cards and Uno.

For storage, wrapping and distribution purposes, we would appreciate if the size of individual items are no bigger than A3 size.

Q5. Will you accept pre-loved goods?

Due to infection control policies, we are unable to accept pre-loved goods. All donations must be brand new.

Q6. Are there specific items you cannot accept?

For the safety of children and to abide by hospital restrictions, there are unfortunately a number of items we cannot accept. These include:

- Political, controversial, religious items
- Food or toxic items (no latex)
- Anything with button batteries
- Items with sharp edges
- Small objects
- Knitted Blankets

Q7. When can I make my donation?

We are running a week-long Christmas Toy Drive pop-up drop-off Centre at Somerville House (opposite Queensland Children's Hospital) and would love for you to make your donation here. The Somerville House drop-off Centre will be open during the following times:

Saturday, December 11 - from 9am to 12pm

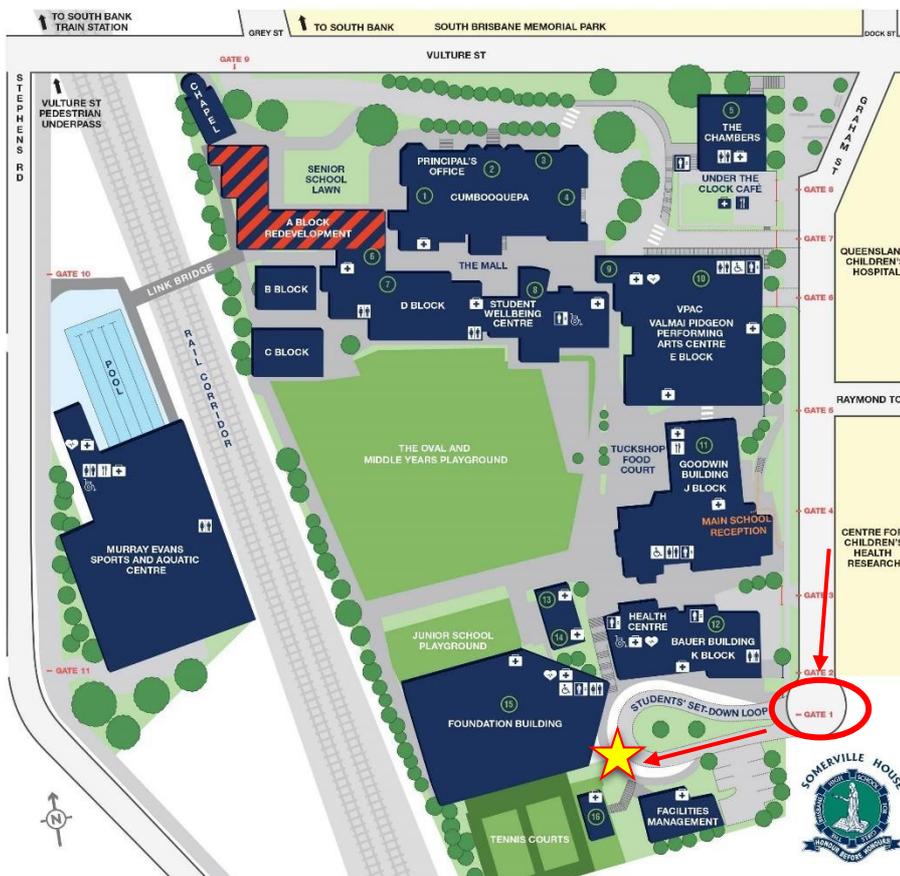
Monday, December 13 to Thursday, December 16 from 9.30am to 2.30pm

Friday, December 17 from 9.30am to 4pm

Q8. Where is the Somerville House Toy Drive drop-off Centre?

The address for the Somerville House Toy Drive drop-off Centre is as follows and is also highlighted on the map below.

Somerville House, Gate 1, Graham Street, South Brisbane (opposite Queensland Children's Hospital)



Q9. Can I make my donation at Queensland Children's Hospital (QCH)?

We will be accepting deliveries at QCH outside of our drop-off centre hours. Please contact us via support@childrens.org.au or on 3068 1662 to discuss further.

Q10. Can I deliver on the weekend?

Our Christmas pop-up drop-off Centre will be open on Saturday, December 11 between 9am and 12pm.

Q11. Can I deliver after hours?

Please contact us via support@childrens.org.au or on 3068 1662 to discuss after hour deliveries.

Q12. Can you come and collect donations?

We are a very small team and don't have the people-power to collect your donation from you. If you would like to arrange courier delivery (at your cost) please contact us via support@childrens.org.au for our delivery address.

Q13. Can I hand deliver the gifts to the children?

As we need to vet all items for infection control and patient safety, and due to COVID-19 hospital policies, unfortunately donations cannot be made directly to the children.

Q14. Is there media available?

Our team of elves are more than happy to take photos for you to include on your media channels. If you are making your donation at our drop -off Centre (between December 13 – 17), we will have a Christmas back drop and photo props available.

Q15. Can we gift wrap the presents?

No. Due to infection control and patient safety, our team will need to sight all items before they are given to the children. As such, we ask that you please refrain from using gift wrap as we will unfortunately need to unwrap them all.

