



Basket Buddies FAQs

1. Who will my basket go to?

Baskets donated through the Brisbane Basket Brigade make their way to a range of families and individuals in need throughout Brisbane. Recipients are nominated to us via a number of charities, organisations and affiliated service providers. That way, we don't play 'judge and jury' on who receives a basket, and we can ensure those most in need receive one.

2. How much do the baskets cost to make?

Below is a general guide for the costs involved to build the three different types of baskets:

FAMILY BASKET: Consist of 2 bags of groceries, intended for a family of 4. Price range \$70-\$100, depending on what brands you purchase. If you shop for specials, then the cost would be around \$60 per basket.

HOMELESS BASKET: Consists of 1 bag of food and other items for our friends on the street. Price range \$62-\$92 depending on what brands you purchase. If you shop for specials, the cost would be around \$55 per basket.

SINGLE BASKET: Consists of 1 bag of groceries, intended for a single individual. Price range \$40-\$60, depending on what brands you purchase. If you shop for specials, the cost would be around \$35.

3. I've registered for Basket Buddies but didn't receive my Welcome email. What do I do?

There are a few reasons why you may not have received your Welcome email:

1. In order to complete your registration, you must verify your email address. You should have received an email with a link asking you to verify your email address. (Please check your Junk folder if you did not receive this). If it's not there, it's possible that your email address was entered incorrectly during registration. Please email us at brisbanebasketbrigade@magicmoments.org.au to rectify the issue (don't register again as this will mess with our registration data).

2. Once your email address has been verified, you will receive our Welcome email which contains the shopping lists. If you do not receive this, please check your Junk Folder and add brisbanebasketbrigade@magicmoments.org.au to your Safe Senders list.
3. If you have registered more than once with the same email address, then you may not receive a second Welcome email. If you want to change the amount/type of baskets you have pledged, please **update your preferences**, rather than register again. You can do this by selecting "Update your preferences" at the bottom of your first Welcome email. Alternatively, email us at brisbanebasketbrigade@magicmoments.org.au and we'll help you out.

4. How can I get my friends involved?

We very much appreciate word of mouth about our Basket Buddies program. Please encourage your friends and family to **register for the program (don't just share the shopping list with them)**. This will ensure we can track how many baskets to expect in December and how many recipients we can help.

5. What is the best way to stay updated about Basket Buddies?

We will communicate with you predominately through email. We'll also post regular updates and notifications on the Basket Buddies Facebook group. This is a closed group. You can request to join the Basket Buddies Facebook group here: <https://www.facebook.com/groups/272374574023206/>

6. Do I have to stick to the shopping list exactly?

Yes please. Our shopping lists have been thoughtfully created with the following in mind:

- To fill our recipients' pantries with staples and treats to create a variety of meal options
- To ensure the shopping bags are a manageable weight for both our volunteers and our recipients
- The items have a shelf life, don't require refrigeration, and won't expire between purchase through to delivery to the recipients

7. Do I have to stick to the schedule listed on the shopping list?

Not at all! The shopping list is a guide to make your shopping a little easier over the next 5 months and ensure these items can be absorbed more easily into your weekly budget.

The items on the shopping list have an average cost of less than \$4 per week, but of course a weekly program may not work for you. Feel free to shop ahead... as products go on special...or shop in retrospect, as you catch up on items you may have previously missed.

If you are part of a Basket Buddies Crew (a team pledging a number of baskets together), you may be shopping collectively to build over the 19 weeks to your final goal. And we know there have been Basket Buddies who do the full list in one shop - that is just fine too!

8. Can I buy items that are larger than that indicated on the shopping list?

The shopping list has been created to ensure the products fit - and are manageable in weight – for our volunteers and recipients. We recognise that supermarket specials can mean a larger size is better value or cheaper than the size listed on the shopping list. There is room in our shopping list for some items to be of a larger size, but not for all products to be larger. If you would like to ‘go bigger’ perhaps consider pledging an extra basket.

9. What if I can't find a product on the list?

The shopping list is a structured guide but is also flexible. If you are unable to find the item on the list, please feel free to substitute the item with something similar and available to you.

10. What if I haven't got all the products on the list?

That's ok! We recognise that with a 19-week shopping list, things can happen and you may not be able to manage everything listed. Every little bit helps, and every contribution counts! If you are unable to get all the items on the list, we still welcome your basket as we can still use it! Your contribution is valued and makes a difference for our recipients. And we are blessed with our corporate sponsors and donors that we can offer supplementary items in the basket on Packing Day to still fill a basket to its brim.

11. Can I add extra items of my own?

The shopping list has been created to ensure the products fit the shopping bags and are also manageable in weight – for both our volunteers and recipients. Additionally, by leaving some space in your baskets, we can incorporate last-minute additions and donations from our corporate sponsors and food bank supplies.

With that said, the shopping list is a guide and has flexibility built into it,

allowing you to add 'your own touch' – your favourite biscuits, favourite flavour of chips, your favourite Christmas treat. And of course, every little bit helps, and every contribution counts! So, if there something extra you would like to add, please do so. We appreciate your thoughts, efforts and contribution.

12. The 2nd Family Basket shopping bag is not full? Why is that? Can I fill it?

The extra space is intended – and it will be filled. The Brisbane Basket Brigade has a wide reach of sponsors and corporate contributors. This means we receive many bulk supplies and last-minute donations on Packing Weekend – and can include valuable perishables such as fresh fruit & vegetables and Christmas treats. By leaving some space in our baskets, it keeps room to include these last-minute additions and donations in the baskets.

13. When do I deliver my basket(s)?

We ask that you drop your baskets off at our Packing Weekend location on **Friday, 11 December or Saturday, 12 December**. If you are unavailable on these days, you can drop it off at a designating drop-off location the week prior. More details will be emailed to you closer to Packing Weekend.

REMEMBER: There is no right or wrong as to how you shop for and build your basket. Come December, your baskets will bring value, relief and a smile to a family, individual, or homeless person in need.

We thank you whole-heartedly for your contribution. Without your generosity, Basket Buddies would not be what it is today!