

GIVIT Donation Management Service

Disaster and emergency recovery

Information and resource pack



For councils, charities and organisations in Queensland

Queensland Government

In partnership with the Queensland Government, online non-profit GIVIT (GIVIT.org.au) will manage and coordinate offers of individual and corporate donations, including goods, services, volunteering and funds, associated with emergency recovery in Queensland.

In times of emergency, GIVIT is the smart way to give to help people and communities impacted. This pack contains all the information required by government which relates to GIVIT's Donation Management Service, and its role during the recovery of an event.



GIVIT'S Donation Management Service

Leading responsible donation management for more than 15 years

GIVIT inspires generosity to meet real need. GIVIT's innovative online platform connects public generosity with requests for practical donations of essential goods and services for people in need.

GIVIT has partnered with state and local governments since 2013 to manage offers of donated goods, services and funds for communities experiencing hardship.

GIVIT's national network of over 5,000 community partner organisations, schools, local and state governments and non-government organisations, identify real needs in their community. GIVIT then connects these needs with the public and provides exactly what's needed.

During disaster and emergency recovery, this helps alleviate that chaos of managing well-meaning offers of help.

GIVIT's online warehouse eliminates the need for organisations to receive, store, sort, distribute and/or dispose of unwanted, unsolicited and poor quality goods, which can present a major administrative and financial burden. This enables organisations to focus on their core service supporting the physical, emotional, psychological and social impacts of people affected by disaster.

GIVIT enables community led recovery and builds resilience by working with community organisations providing exactly what they need for impacted residents.

The GIVIT Guarantee

Every donation to a GIVIT disaster appeal helps get essential goods and services to people recovering from a disaster. So donors can give with confidence and:

- ✓ **Support a cause they care about**
- ✓ **Help meet real everyday needs**
- ✓ **See their impact**

GIVIT's secure digital platform provides a coordinated and transparent solution to donation management.

GIVIT is committed to purchasing locally wherever possible to aid the economic recovery of affected communities.





Stopping unrequested donations

Unrequested and unwanted donations can cause tremendous harm to communities recovering from a disaster or emergency. GIVIT's award-winning donation management platform* uses an online warehouse to list donation offers, ensuring no harm is done to recovering communities and the recovery isn't hindered.

The Royal Commission into National Disaster Arrangements recommends state and territory governments should develop and implement efficient and effective arrangements to:

- Educate the public about the challenges associated with donated goods, for example, the storage and distribution of donated goods, and
- Manage and coordinate donated goods to ensure offers of support are matched with need.

(Recommendation 21.1 Arrangements for donated goods, (p. 441))

How you can stop unrequested donations

- → Direct anyone wishing to donate to our website - GIVIT.org.au
- → Share our social media posts on your pages
- → Share our posters
- → Use our key messaging when communicating
- → Include the information provided in this document (and our logo) on your website and in any media releases
- → Respond to queries using the information provided in the FAQs section of this document (p. 9)

*Our website was recognised in June 2021, when agency partner Zeroseven won the prestigious Jury's Choice Award at the global Umbraco Awards.



Community led recovery

GIVIT's website GIVIT.org.au is an easy, quick and efficient way of managing donations to ensure people in need get what they need without overwhelming charities on the ground.

GIVIT captures all donation offers online, removing the need for impacted communities to receive, sort, store and dispose of donations they don't need. This builds the capacity of organisations by enabling them to focus on their core service, supporting the physical, psychological and social impacts of people affected.

GIVIT empowers communities to request and receve exactly what they require following a disaster. We operate a place-based model that can be tailored to remote and rural communities, including discrete Indigenous communities.

GIVIT works with communities impacted by disasters for as long as it takes, providing immediate relief, through to long-term recovery support.

GIVIT WEBSITE

- Person in need
- Connect with local council or support organisation registered with GIVIT
- Support Orgs and Council
- Checks givit.org.au for available donations or requests a specific item or service
- Public & Corporate Donors
- Sees what's needed and donates items, funds or services via givit.org.au
- Support Orgs and Council
- Liaises with donor to get donation where it needs to go
- Person in need
- Receives donated item/service

Councils and community organisations

Here's what you need to do

- Register your organisation, including multiple team members, with GIVIT
- Request what's needed for the people you are supporting, through our website
- Access thousands of wonderful donations offered by generous individuals and corporates
- Adopt and share GIVIT's public messaging - offers of goods and services to be directed to GIVIT's website - GIVIT.org.au
- Use GIVIT's collateral, social media messaging and communication scripts
- Donors want to give. Through GIVIT, you can let them know exactly what's needed to help your community recover, and together we can channel generosity to make a real difference.

over 30 natural disasters since 2020

over 1 million goods and services provided



Registering and using GIVIT is quick, free and easy

If you work for a local government, charity, community service, school, not-for-profit, government or non-government organisation, and you work directly with people in need, you are welcome to register for GIVIT's free, private and easy to use service.

Outside disasters we accept

Organisations supporting people in need in Australia that are registered with the:

- Australian Charities and Not-for-profits Commision (ACNC), or Office of the Registrar of Indigenous Corporations (ORIC) with up-to-date reporting

OR

- Government entities or organisations with government statutory authority that support people in Australia

During a disaster we accept

- Organisations with a not-for-profit purpose

With

- A local or state government referee to affirm your role in community recovery
- Ongoing access will require ACNC, ORIC, or government entity/statutory authority conditions to be met.

To register, head to GIVIT.org.au/sign-up

Who to use as your referees

- You must include two referees
- They should be two professional contacts who can confirm your position within your organisation
- Referee emails must include official domains (no gmail, hotmail etc)

GIVIT respects the anonymity of individuals receiving assistance through our service. To use GIVIT, you MUST adhere to our Privacy Policy. If you experience any issues in applying to register for our service, please email info@GIVIT.org.au.

We do not accept

- Animal organisations
- Organisations that on-sell or raffle goods
- Overseas organisations
- For profit organisations

Once registered, you can request

- Any essential goods or services (request time/skilled volunteers) for your clients
- Any essential goods for your service delivery
- Non-perishable food (see Prohibited goods)

Donors

Here's how to give the smart way

GIVIT's website GIVIT.org.au is an easy, quick and efficient way of donating directly to people in need without overwhelming charities on the ground. Donations made via GIVIT provide critical and immediate support. We also support the long-term recovery, providing donations as people re-establish their lives and homes months, sometimes years later.

Please do not send goods into the impacted areas.

Check GIVIT.org.au to see what is needed. These requests have come straight from organisations in the recovering community, and are what they have identified as needed by people impacted.

There's no need for organisations to sort through piles of well-meaning donations. Through GIVIT, they can view a private list of what is available, reserve what's needed, and not spend time and resources throwing away unrequested donations.

When you donate through GIVIT, your offer is being seen only by organisations that have been through GIVIT's registration process and vetted by GIVIT as genuinely working with impacted people and communities.

The GIVIT Guarantee

Every donation to a GIVIT disaster appeal helps get essential goods and services to people recovering from a disaster. So you can give with confidence and:

- ✓ **Support a cause you care about**
- ✓ **Help meet real everyday needs**
- ✓ **See your impact**

Being able to spend donated funds in an affected community means an impacted resident gets exactly what they need, when they need it most. Local businesses are also supported. How you decide to give to support affected communities does have a big impact on their recovery.



Donate at GIVIT.org.au.



GIVIT messaging & collateral

The following are examples of collateral we will make available for your use

- FAQs
- Social media tiles
- Logos
- Flyers
- Posters
- Communications / Scripts



GIVIT Donation Management Service FAQs

→ Who is GIVIT?

GIVIT is a national online non-profit organisation matching generosity with genuine need. GIVIT connects donors and organisations to make sure people and communities get exactly what they need, when they need it.

- We satisfy genuine need within the Australian community by inspiring and connecting an online network of givers in a safe and effective way.
- We ensure donations do no harm to individuals, communities and the environment especially in times of disaster.

→ What is GIVIT's role?

GIVIT supports organisations by helping them obtain exactly what is needed to support people impacted by a disaster or emergency. Through GIVIT's website GIVIT.org.au you can see exactly what is required and donate easily, safely and effectively to help people impacted.

→ Does GIVIT take cash donations?

Yes. GIVIT accepts donations of money on behalf of an affected community. Wherever possible, the goods are purchased from businesses in the affected area to assist the local economy. Requests for essential goods may also be matched to offers of quality pre-loved goods.

→ How does GIVIT vet the authenticity of recipients?

GIVIT does not vet the authenticity of recipients. GIVIT relies on organisations registered with GIVIT to identify genuine need and ensure people only receive the essential goods they require.

You can be sure that when you donate through GIVIT, your offer is being seen only by organisations that have been through GIVIT's registration process and vetted by GIVIT as genuinely working with vulnerable people and communities in Australia.



GIVIT Donation Management Service FAQs

→ Why does GIVIT buy locally?

Spending donated money in communities that are hurting is a big part of GIVIT's philosophy. Donated funds have an even bigger impact when they purchase what's needed, but also support local retailers who are employing local people, providing opportunity and lifeblood to a small town or impacted region. GIVIT helps local communities in the way they want to be helped.

→ Who checks the quality of the good or service that's been offered?

The onus is on the organisation requesting the donation to check the quality of an item before agreeing to receive it. GIVIT requests a photograph of donated goods and will check that services offered do not come with hidden fees or charges.

→ Does GIVIT arrange the transportation of donated goods?

In times of disaster and emergency, GIVIT can work with transport partners, local councils and organisations to assist in the transportation of major donations. Only requested goods will be delivered at a place prearranged by council or the requesting organisation.

→ Where does GIVIT store donations?

GIVIT does not store donations. All goods offered by donors stay at their home until a match is found for their item.

GIVIT's unique online warehouse matches offered goods with requests from local organisations, eliminating the need for the organisations to physically collect, sort and store unrequested donations. This significantly reduces the administrative and financial burden for government and organisations, saving valuable resources for critical recovery activities.

Local governments can list un-needed donations they have already received in GIVIT's online warehouse to offer these donations to other organisations.

→ How can I see what's needed in my community?

Go to GIVIT.org.au to view a list of goods and services needed by the organisations registered with GIVIT who work with vulnerable people across Australia. If you don't have the right item to fill one of the current requests, take a photograph of what you would like to donate and list it on the GIVIT website so organisations near you can log in and see what is available in their area.

GIVIT Donation Management Service FAQs

→ Does GIVIT only work in disaster and emergency periods?

No. GIVIT is a free service for any organisation working with vulnerable, marginalised and impoverished members of the community in Australia to access and request donated goods and services for the people they are supporting right throughout the year.

→ Can members of the public obtain donated goods directly from GIVIT?

No. Requests must come via organisations. People who require donations must first connect with a community organisation, such as their local charity or support service, which is able to assess their needs and access the generous donations that have been offered.

Residents who contact GIVIT looking for support are referred to a local organisation that can assess the person's need and then work with GIVIT to find a donor for the required item.



Example social media tiles and posters

Use our assets to help communicate important messages to your community

GIVIT provides assets for your ease of use during times of disasters.

Social media channels are particularly important when communicating messaging before, during and in the recovery of an emergency. We encourage all councils to use social media channels to communicate recovery with GIVIT.





What's included?

GIVIT will provide assets for distribution across Facebook, Instagram and LinkedIn. Marketing material for fundraisers may also be included in the disaster packs we supply to you.

GIVIT logo use

The GIVIT logo in teal is our primary logo. It should be used on white or light backgrounds. Ensure the background provides adequate contrast to the logo.

The GIVIT logo in white is used as a secondary logo where the teal is not visible enough. It should be used on a teal background where possible but can also be used on a patterned or darker background.

Wordmark primary

Wordmark secondary

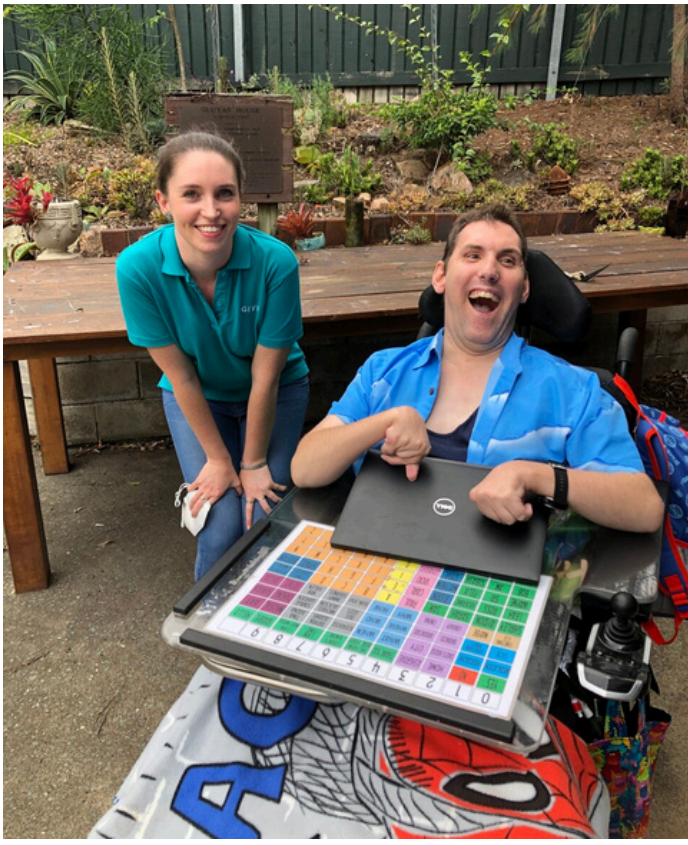
Icon

*GIVIT's logos are not to be altered or manipulated in any way

Communications and scripts

Key messages

- In partnership with government, online non-profit GIVIT (GIVIT.org.au) is managing offers of donated goods, services, volunteering and money for this recovery.
- GIVIT inspires generosity to meet real need. GIVIT's platform connects public generosity with requests for practical donations of essential goods and services for people in need.
- GIVIT's website is an easy, quick and efficient way of donating directly to people in need without overwhelming charities on the ground.
- To see what is needed or to donate, please visit GIVIT.org.au.
- Every donation to this appeal helps get essential goods and services to people impacted by this disaster. GIVIT purchases from local providers to support the local economy as it recovers, where possible.
- At this crucial time, it is important to not overwhelm on-the-ground charities. Please do not send unwanted goods into the affected area - check GIVIT's website over the coming days and weeks to see exactly what is needed.
- Donations captured through GIVIT provide immediate relief, and long-term recovery support.
- Donations made to GIVIT.org.au will be logged in GIVIT's online warehouse and immediately made available to organisations supporting people impacted. Working with local recovery groups GIVIT will identify and, if necessary, broker donations to meet specific community needs.



Communications and scripts

Key messages

- GIVIT's role is to support local charities, community groups and councils by helping them obtain exactly what is needed to assist those impacted. GIVIT's website allows everyday Australians to see exactly what is required and donate easily, safely and effectively to those who need it.
- GIVIT matches donation offers to requests from the community, removing the need for organisations to physically collect, sort, store and ultimately dispose of unwanted donations. This significantly reduces the administrative and financial burden for organisations, as well as relieving the need to redirect valuable resources away from critical response and recovery activities.
- Please ensure all donated goods are of high quality. It is about giving exactly what is needed while respecting the dignity of the recipient by only giving quality donations.
- If you are an organisation impacted by the emergency and require access to donated goods and services for your service or for residents, please register for the free service via GIVIT's website GIVIT.org.au.
- To see what is needed or to donate, please visit GIVIT.org.au.



Communications and scripts

Copy to include in your website

Donate safely and effectively

To donate money, goods or services, please visit GIVIT.org.au. Online non-profit GIVIT is the government's official donation management partner for this recovery. GIVIT works with trusted community organisations and recovery agencies to ensure your support goes directly where it's needed most. Please do not donate unsolicited goods. Donating through GIVIT ensures your generosity meets real need and supports local recovery.

Scripts for your phone operators

Person wanting to donate an item

"To donate an item, please go to GIVIT.org.au where you can offer your donation and see exactly what is needed. Online non-profit GIVIT is managing donations for this recovery through its website GIVIT.org.au."

Person wanting to donate a skill, service or volunteer

"To offer your time, please go to GIVIT.org.au where you can list your donation and see exactly what is needed. Online non-profit GIVIT is managing donations for this recovery through its website GIVIT.org.au."

Person requesting access to donated goods

"People who require donations must first connect with a community organisation, such as their local charity or support service, which is able to assess their needs and access the generous donations that have been offered." GIVIT's website shows which organisations in your area are already registered to access corporate and community donations: www.GIVIT.org.au/need-help

Corporate offers of assistance

"GIVIT is managing corporate offers of assistance for this recovery. Please visit GIVIT.org.au where you can pledge your offer or see exactly what is needed for this recovery. You are also encouraged to email corporate@GIVIT.org.au with any questions."

Person wanting to donate item – with no internet access

"All GIVIT donations must be recorded online to ensure organisations working on the frontline have access to details about your donation. You will need to connect with a local organisation to access their internet, or ask a family member / friend for assistance."

Key contacts / financial donations

EMAIL
info@givit.org.au

WEBSITE
givit.org.au

MEDIA
media@givit.org.au

CORPORATE
corporate@givit.org.au

→ Donate online

Visit GIVIT.org.au/donate-funds

→ Donate by direct deposit

Please email info@GIVIT.org.au to request GIVIT's bank details.

→ Donate by PayPal

Visit GIVIT.org.au/donate-funds. Please note any additional information, such as your reason for donating, in the 'Add special instructions to seller' box provided within PayPal.

Donations received through the GIVIT website will automatically be sent a tax receipt. If you donate via direct deposit, please email us at info@GIVIT.org.au to advise where you would like your tax receipt sent.

International donors: please note, GIVIT has tax deductibility in Australia only.

All donations are tax deductible.

GIVIT is also committed to purchasing locally wherever possible to support local businesses.

Please note, we do not accept donations through Diners or AMEX due to the high fees involved in processing payments.



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GIVIT.org.au

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info@GIVIT.org.au