

HOW TO USE GIVIT

What is GIVIT?

In partnership with government, online non-profit GIVIT (givit.org.au) is managing offers of donated goods, services, volunteering and funds, including corporate offers of assistance, for this recovery.

GIVIT is a national non-profit organisation matching generosity with genuine need. GIVIT connects donors and community organisations to make sure people and communities get exactly what they need, when they need it. You are required to register before receiving any donations.

Step 1 Register with GIVIT (it's free!)

To register: givit.org.au/need-help/organisations

If you are an Australian charity, community service, school, non-profit, government or non-government organisation, and you work directly with people in need, you can register for GIVIT's safe and private service.

Once you have applied to register via givit.org.au/need-help/organisations, the GIVIT team will authenticate your identity, and send you a login and password. Once you have the password you can request donations.

Step 2 Check donations already offered

Go to givit.org.au and 'Sign in' to view donations already on offer and available to you. This includes items, services and volunteering. Search results will give you a description of the offer, the donor's location, a photo of any items, and delivery instructions.

Simply 'reserve' the donations you need.

Step 3 Submit a new request

Login to the GIVIT website (givit.org.au) and request donations by completing a new request ensuring all sections are filled out so the right donation is provided.

Tip: When meeting with people impacted, ask what essential items, services and volunteer support they need for their recovery eg. school shoes, bed, fridge, fuel vouchers, lawn mowing, paint and a painter.

Requests from clients who are not ready to receive donations immediately (eg waiting for house repairs) should be submitted to your agency's office and held without submitting to GIVIT, until the client advises suitable delivery timing.

Step 4 Receive the donation

The GIVIT website will connect you to your donor to discuss delivery of an item (drop off, pick up, post or purchase). GIVIT may also use donated funds to purchase an item or service needed, and may post the item.

Your service will then privately pass the donation onto the person who requires it. For safety and privacy reasons, under no circumstances should the donor and recipient ever meet.

How to manage unrequested donations

Unrequested donations can hinder recovery efforts. It is really important that goods are not sent into affected areas without first being asked. Please tell anyone trying to bring donated items that these cannot be delivered to evacuation centres, community recovery hubs or affected areas. Instead, direct them to:

To donate items and services:

To donate visit givit.org.au

- Through GIVIT's website you can offer items, services and volunteering to support people and communities impacted.
- GIVIT captures all donation offers online.
- GIVIT then connects donors and community organisations to make sure people get exactly what they need, when they need it.

To donate money:

To donate visit givit.org.au

- 100% of donated money received by GIVIT is used to purchase what's needed by people and communities impacted.
- GIVIT buys locally, wherever possible, to support local businesses.

FAQs

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What is GIVIT's role?

a.

GIVIT supports councils, local charities and community organisations by helping them obtain exactly what is needed to support people impacted. Through GIVIT's website givit.org.au you can see exactly what is required and donate easily, safely and effectively to help people impacted.

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How does GIVIT vet the authenticity of recipients?

a.

GIVIT does not vet the authenticity of recipients. GIVIT relies on recovery agencies and local governments registered with GIVIT to identify genuine need and ensure people only receive the items and services they require.

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

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Who checks the quality of the good or service that has been offered?

a.

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 items which assists the organisation to check the quality.

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Where does GIVIT store the donations?

a.

GIVIT does not store donations, all items offered by donors stay at their home until a match is found for their item. GIVIT's online warehouse matches offered goods with requests from local governments and community organisations, eliminating the need for the organisations to physically collect, sort and store unwanted donations. This significantly reduces the administrative and financial burden on recovery agencies.

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Can members of the public obtain items directly from GIVIT?

a.

No. Requests must come via organisations. People in need must contact one of their local organisations such as a Community Recovery Hub or Neighbourhood Centre, Australian Red Cross or UnitingCare to access donations. Residents who contact GIVIT for support are referred to a local organisation.

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Does GIVIT arrange the transportation of donated items?

a.

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