

An aerial photograph of a river with white water rapids, showing turbulent brown water and white foam. The image is split horizontally by a teal band containing text.

# GIVIT DONATION MANAGEMENT SERVICE FAQ's

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DISASTER AND EMERGENCY RECOVERY

**GIVIT**

# 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](http://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. 100% of publicly donated money received by GIVIT during a recovery is used to purchase essential items and services and, wherever possible, the

items are purchased from businesses in the affected area to assist the local economy. Requests for essential items may also be matched to offers of quality pre-loved items.

## → 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 items 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.



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## → 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 HAS 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 items and will check that services offered do not come with hidden fees or charges.

## → DOES GIVIT ARRANGE THE TRANSPORTATION OF DONATED ITEMS?

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 items will be delivered at a place prearranged by council or the requesting organisation.

## → WHERE DOES GIVIT STORE THE DONATIONS?

GIVIT does not store donations. All items 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 IS NEEDED IN MY COMMUNITY?

Go to [givit.org.au](http://givit.org.au) to view a list of items and services needed by the 4,500+ 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.

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## → 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 items and services for the people they are supporting right throughout the year.

## → HOW IS GIVIT FUNDED?

GIVIT's staffing and operational costs are covered by government contracts and our incredible corporate supporters. That's why we are able to guarantee that 100% of publicly donated funds received by GIVIT for the recovery of an event are used to purchase essential items and services requested by organisations.

## → CAN MEMBERS OF THE PUBLIC OBTAIN ITEMS 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.



# GIVIT

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