



If you're a bit nervous when it comes to talking to strangers on the phone or you just want some prompts to help you get the GIVIT message across, then this is the document for you!

We know it's LOOOONG!

We don't think anyone would actually sit there and read through this whole script over the phone. In fact, if you did, you'd probably make the person on the other end switch off pretty quickly!

The best thing to do is read through the script and take from it the bits that feel most natural to you. You'll find your own mojo once you've got a few phone calls under your belt!

Hi,

My name is [your name] and I am ringing to speak with you about a national not-for-profit called GIVIT. Have you heard of GIVIT before?

GIVIT currently supports more than 1,800 charities across Australia to help them obtain essential items for their clients, at no cost. GIVIT is growing everyday and would love to help [charity name] and the great work you do in [charity location].

To give you a bit of background, GIVIT was founded in 2009 by Juliette Wright. Juliette is the driving force behind GIVIT's vision to meet the needs of Australia's most vulnerable and marginalised people through the donation of goods from members of the public and local businesses. Based on her tireless efforts, Juliette actually received Australia's Local Hero Award in 2015 and today oversees a dedicated team of staff and volunteers who manage donation flow and support GIVIT's ever-increasing role in eliminating symptoms of poverty across the country.

Basically, GIVIT is an online donation portal – givit.org.au. Once you are registered, you can request exactly what you need for your clients. From school shoes and washing machines, to beds, blankets and more; needs such as these are listed on the GIVIT website so members of the local community can see them and donate directly to help.

Aside from specific requests, the GIVIT website also allows members of the public, as well as businesses, to offer items they'd like to open up for donation to all of GIVIT's registered users. These items are listed on a private webpage – known as the 'virtual warehouse' – where you, as a registered charity user, can reserve what's needed for your clients or organisation. GIVIT is like Gumtree for charities but without any exchange of money. Imagine having free access to a full list of quality new and used items to help meet your clients' most pressing needs – think furniture, iPads, clothing, baby essentials, household items and everything in between.

So why should you register with GIVIT?

- firstly, GIVIT's service is free;
- it makes your job easier because you can easily obtain quality items for your clients;
- GIVIT is a trusted organisation that works with services, agencies and not-for-profits across all sectors that support vulnerable, impoverished and marginalised people in Australia; and
- their team is all about protecting the privacy and dignity of people in need, which is why communication and arrangements regarding donations happen between trusted charity users and donors only.

To register, you simply need to visit givit.org.au, click on the 'Charities' button at the top right of the page, and 'Register'. You will need to provide your charity's ABN and the details of two referees who are able to verify your role at your organisation. Basically though, you just need to complete the form and click 'Submit'. You will receive a welcome email from GIVIT containing a charity user guide once your registration has been approved. Of course, the GIVIT team is always more than happy to offer ongoing support as well if needed.

Would you like me to send you an email with the details of what we've discussed and with the link of the GIVIT website? If so, what's your best email address?

Thank you so much for your time today.

Do you have any questions? If you have any questions or would like more information, please feel free to contact GIVIT directly at info@givit.org.au.

Thank you again and have a great day.