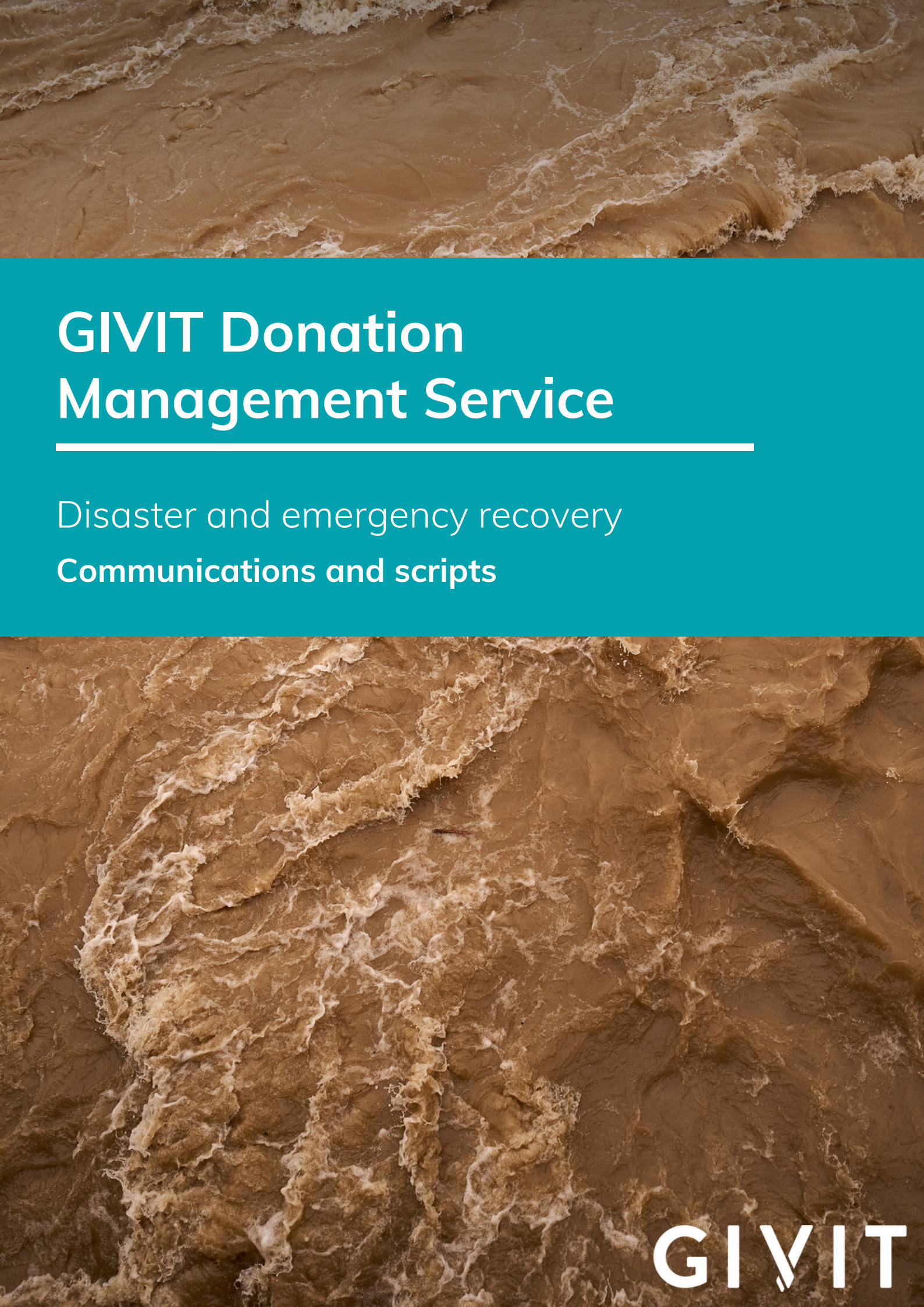


An aerial photograph of a river with white water rapids, showing turbulent, frothy water flowing over rocks. The image is split horizontally by a teal band containing text.

GIVIT Donation Management Service

Disaster and emergency recovery
Communications and scripts

GIVIT

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.
- 100% of publicly donated money received by GIVIT will be used to purchase what's needed by the people and communities impacted. 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."

organisations in your area are already registered to access corporate and community donations:
www.GIVIT.org.au/need-help

→ 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."

→ 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 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

→ 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."

GIVIT

ABN

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Website

GIVIT.org.au

Email

info@GIVIT.org.au