



SIX MONTHS ON

2022 QUEENSLAND AND NEW SOUTH WALES FLOODS

GIVIT IMPACT REPORT MARCH - AUGUST 2022



Acknowledgment of Country

GIVIT acknowledges the Traditional Owners of all the lands and waterways impacted by this flood event.

We pay our respects to all First Nations Elders in the region past, present, and emerging.



GIVIT'S Impact

Queensland and New South Wales Floods

In February and March 2022, the east coast of Australia was battered by torrential rain. The resulting floods caused devastating loss of life and property. Six months on, many are only now beginning to rebuild their homes and their lives.

GIVIT is collaborating with the Queensland and New South Wales Governments to manage donations to assist with the recovery of flood-impacted communities. We're working with recovery organisations, outreach teams, charities and community groups to identify and meet the exact need of those impacted.

As is always the case in natural disasters, Australians have shown incredible generosity. It is this generosity that enables GIVIT to provide immediate assistance and the security of short and long-term support, ensuring people who've been impacted by floods get exactly what they need during each stage of recovery.



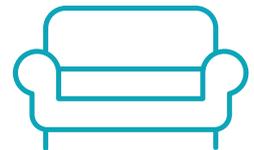
GIVIT Engagement Officer Billy delivering donations to Yeronga Community Centre

Top 5 most requested items after 6 months:

1 Grocery vouchers



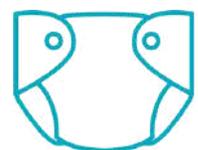
2 Household items



3 Bedding & linen



4 Nappies



5 Hardware goods





GIVIT
givit.org.au

GIVIT Engagement Officer Sarah overlooking the Bremer River

GIVIT'S Impact



\$8.7

MILLION DOLLARS

Spent on buying essential items and services



300

ORGANISATIONS

Have received assistance



62

Working across

LOCAL GOVERNMENT AREAS



486,625

TOTAL ITEMS & SERVICES

Provided to flood-impacted communities



73,899kg

OF ITEMS

Diverted to help people in need

We help take away the headache of donated goods

With years of experience in donation management, GIVIT understands the problems and drain on government and community resources that comes with trying to sort, store and distribute donations during an already stressful time.

GIVIT is a home-grown, proven and smart solution to donation management. GIVIT manages the influx of donations during a disaster and the recovery, enabling organisations to focus on delivering their core community service. GIVIT is the smart way to direct public generosity to ensure vulnerable people get what they need, when they need it.



Unsolicited donations can overwhelm support organisations, hinder recovery, and ultimately end up in landfill.

How we do it

- Utilise technology to provide a coordinated and transparent solution to donation management
- Support community led recovery by empowering communities to request and receive exactly what they require
- Build the capacity of local organisations so they can focus on recovery
- Ensure 100% of publicly donated money received is used to purchase essential items
- Purchase items and services locally, wherever possible, to support the economic recovery of affected communities
- Work with corporates to encourage them to pledge now, but give later as required
- Build donor trust and confidence through our transparent donation platform
- Support long-term recovery
- Connect people requiring assistance to local support organisations

We aim to ensure people devastated by disaster get exactly what they need to recover, where and when they need it. We aim to make it easy for big-hearted Australians to have the greatest possible impact.



140,654

Items and services have so far been donated through GIVIT's online warehouse.

GIVIT'S online warehouse

Australians step up when people need help, and the generosity shown in the wake of these floods has been incredible.

Generous Australians offer their good-quality items in GIVIT's online warehouse. These items are available to all organisations registered with GIVIT, and can be claimed and distributed by support organisations in flood-impacted areas when they're needed.

This reduces the strain on recovery organisations, and ensures donations match the needs of local communities during each stage of recovery in a way that's simple, sustainable and safe.

GIVIT Organisation Portal

Home My organisation Requests Virtual warehouse

Id	Donor	Appeal	Item	Images	Delivery	Expiry	Available	Admin	Status	
47229	Kingscliff NSW 2487 Donor Id: 41190		Trolley Older but excellent		10km	03 May 2022	1	All	Available	Reserve Flag
47201	Grange SA 5022 Donor Id: 41164		Complete Royal Doulton dinner set Gently used		20km	17 Apr 2022	1	All	Available	Reserve Flag
46863	Padstow NSW 2211 Donor Id: 40881		Cleaning Products New		200km+	30 Jun 2022	2304	All	Available	Reserve Flag
46816	Kuraby QLD 4112 Donor Id: 40838		Pet bed Gently used		20km	14 Apr 2022	1	All	Available	Reserve Flag
46741	Brookvale NSW 2100 Donor Id: 40777		Window and glass vaccum cleaner Gently used		20km	30 Jun 2022	1	All	Available	Reserve Flag
46737	Brookvale NSW 2100 Donor Id: 40777		Rug Gently used		20km	30 Jun 2022	3	All	Available	Reserve Flag
46720	Hope Island QLD 4212 Donor Id: 40765		Clothing rack New		100km	30 Apr 2022	200	All	Available	Reserve Flag

Lismore



Lismore Library, which was inundated by floodwaters, asked for help replacing an estimated 30,000 children's books, toys, and multicultural resources which were destroyed.

The big-hearted GIVIT community donated over \$12,000. Officeworks also donated \$10,000 worth of books, to be purchased locally from Book Warehouse Lismore.

While library repairs are ongoing, donated funds have meant the mobile libraries are fully restocked, and the library's Story Time, Let's Read and Baby Bounce programs are back up and running.



GIVIT Engagement Officer Bree with a staff member from Book Warehouse Lismore.



The interior of a temporary housing pod in Wollongbar, NSW.

Northern New South Wales



GIVIT is working with North Coast Community Housing to provide essential items for temporary housing. GIVIT has provided kitchen utensils and crockery, bedding, towels, bins, brooms, mops, storage tubs and clothes.

The first temporary housing village has opened in Wollongbar, with more sites to open across Northern NSW in the coming months. GIVIT will continue to support this project for as long as is needed, which is made possible thanks to generous corporate donors like Kmart.

Thank you message

"Thanks so much [GIVIT]. We received the vouchers from the team this afternoon.

Matt* 'doesn't do email,' so I had promised to take the vouchers to him. I printed them straight away and drove down to see him tonight. He broke down in tears as I gave them to him. I got a bit teary too standing in the garage of his gutted-out house, hearing about how he was going to go and see his dad and plan out getting the furniture so his dad could come back home quickly.

Matt wanted me to let you know how grateful he was, and to pass on his appreciation to you."

- Lifeline Lismore

Inala

Inala Community House held a bazaar where community members affected by the floods could access food and essential items.

The home of a family from New Zealand was severely impacted. The family, which included six kids, two parents and two elderly grandparents received grocery vouchers and new clothes. It's thanks to corporate supporters like Salesforce and Target that GIVIT is able to meet genuine need in flood-impacted communities.



Flood-impacted community members picking up donated essential items from Inala Community House.



GIVIT Engagement Officers distributing fuel vouchers to staff at Kingston East Neighbourhood Centre.

Laidley

In Laidley, many families are receiving support from Laidley Community Centre to recover. GIVIT is providing hardware vouchers thanks to Bunnings.

One couple with three children under the age of 8 were affected by bushfires and drought, followed by flooding in November and February which destroyed their crops and cut them off from town. They planted a replacement crop which was washed away by more floods in May. GIVIT donated vouchers to ease the financial stress on this family.



GIVIT Engagement Officer Sarah delivering supplies to Laidley Community Centre.

“We recently received a [GIVIT] donation from Bonds, which contained men’s, women’s and children’s clothing. These items were distributed among vulnerable community members... It was such a great vision seeing the heartfelt appreciation of the communities and to see the warm clothing being worn on the cold days... I cannot thank GIVIT and Hanes enough, as this is a service we could never provide to so many vulnerable people without you.”

- My Momentum Collective, Casino NSW

“Wow!! Really? Is this serious? I'm absolutely blown away and don't know what to say. I've never received generosity and kindness like this before. To see my daughter's face light up with excitement that she's going to get a new bed is a great feeling. Thank you, thank you, thank you!”

- Recipient of a voucher in Northern NSW



GIVIT Engagement Officer Denim and Digital Marketing Officer Jay in Lismore

Maryborough Australian Red Cross

In Maryborough, a couple and their adult autistic son were in the process of moving house, when the majority of their possessions were destroyed.

Through Red Cross, GIVIT provided the family with grocery vouchers to help them get back on their feet. The recovery worker said the family was tearful, humbled and overwhelmed with emotion by the support they received.



A Red Cross staff member in Maryborough handing over grocery vouchers from GIVIT to a flood-affected family.

Thank you message



"I can't even begin to express how grateful we are for your help! The vouchers are far beyond anything we ever expected! You have given us the chance to get back to our home so much faster and greatly lessened the stress and financial strain we are facing. The last two months have been heartbreaking and chaotic, it is difficult to find words to tell you how much of a difference you have made for us, especially my kids!"

- Recipient of a voucher via Container of Dreams | Received support thanks to Charter Hall

Ipswich

Ipswich Assist is helping families in Ipswich sleeping in sleeping bags in houses with open walls exposed to the weather.

In many homes, the plaster has been removed, but there is a shortage of building supplies for the repairs or tradespeople to do the work. GIVIT provided Ipswich Assist with towels and hardware vouchers.



GIVIT Engagement Officer Danni delivering donations to Ipswich Assist.

Thank you message

"The generosity of those on GIVIT has been absolutely life-changing. It's empowered my siblings – who both live with a disability – to return home and live independently. It's just incredible."

- Recipient of vouchers in Lismore



Image above: A volunteer from Create the Change Australasia dropping off donated bedding at recovery organisation We Care Connect Wyong. Create the Change Australasia stored (thanks to Westfield Mt Gravatt) and delivered corporate stock donations during the floods. This included transporting Sheridan stock to organisations in Southeast Queensland, Northern New South Wales and Sydney.

Thank you message

“We are so thankful for the service that you provide! Your platform allows us to navigate thousands - really, THOUSANDS - of donation offers with ease, and connects us with compassionate members of the public who are so willing to help others. Thank you for enabling us to do what we do, we couldn't do as much as we're doing without your service.”

- Ipswich Assist, Ipswich QLD

“You are amazing. We love the work you do making these requests so easy. Please give our heartfelt thanks to all your donors and staff for their awesome work. It makes a life-changing difference to people every day.

We gave a voucher to a gentleman the other day who broke down and said that the gift voucher was life-changing. He said to pass his love and thanks to the amazing people who are so generous to him. He said he has never felt so cared for as he has lately. He was flooded at Rocklea. Thanks so much for your continued support!”

- Yeronga Community Centre, Brisbane QLD



Image above: GIVIT Engagement Officer Breanna with a staff member from Bryants Beds and Mattresses, a flood-affected small business in Lismore. GIVIT has purchased many beds and mattresses through Bryants. Wherever possible, GIVIT buys locally to help support the economic recovery of flood-affected communities.

Thank you message

“When I provided the person in need with the vouchers through GIVIT, it was amazing. Firstly they cried and could not believe there was so much help. Over the following weeks, your [donations] got them out of the depressed state that they were in. This person has been able to work really hard to repair their home and has even gone back to work. They smile all the time and still calls me to thank me for helping them.

It’s just so lovely and there are so many similar stories like this. There are so many people who are just finding out they don’t have any insurance and some who are just now feeling that they’re able to face the world. [GIVIT’s] program is so critical to our region’s recovery.

Once again we are so grateful for all the support provided by GIVIT.”

- Ballina Shire Council

Managing donations with diligence

GIVIT coordinates donations through our 4,500 registered support organisations, charities, not-for-profits, schools and councils. We do this for a number of reasons:

Verify need

We allow organisations to request donations of items, services and vouchers only once they've registered and completed comprehensive identification and verification checks. These organisations can then place requests on behalf of people in need. This ensures donation requests are legitimate, truthful, transparent, and exactly what's needed.

Impacted people and communities get exactly what they need

There are numerous large recovery organisations with resources and expertise well suited to assisting people in need directly. In addition, local grassroots organisations have intimate knowledge of what's needed in towns and communities. GIVIT's role is to complement the amazing work these organisations do, and to empower them to focus on their core mission – directly helping people in need. By managing the coordination of donations, GIVIT builds capacity in recovery agencies and charities, allowing them to focus on providing critical one on one personal support required by people impacted.

It is a cost-effective model

By offering an innovative online donation platform that connects generous donors directly to support organisations, we keep our administration costs down, which means more donated funds can go straight towards helping people recover from the floods.

100% of all publicly received donations for GIVIT's Storms and Flooding Appeal will be used to purchase exactly what's needed by people and communities impacted by storms and flooding.

GIVIT's staffing and operational costs are covered by government contracts, and by corporate and public donors, large and small, who donate funds to "Support GIVIT." It's thanks to these generous donors that GIVIT is able to operate, getting essential items and services to people during their darkest hour.

Thanks to GIVIT's supporters

We want to say a huge thank you to our partners, supporters, donors, fundraisers and volunteers, whose generous support is making this recovery possible. This thank you is not just from the team here at GIVIT, it's also on behalf of the amazing support organisations we're working with throughout Queensland and New South Wales, and on behalf of the brave people they're supporting.

We'd like to thank our generous supporters (below) who have made donations of \$50,000 or more to GIVIT (as at 28 August 2022) to assist people impacted by the floods.

AFL Players' Association	Hanes Brands Australasia	Queensland Country Health Fund
ARA Group	Hare & Forbes Machinery House	Queensland Government
Australia Chung Tai Buddhist Foundation	Heritage Bank Foundation	Department of the
Best & Less	Hillsong	Premier and Cabinet
Breakfast Creek Hotel	IAG	Queensland Raceway
Brisbane Roar	IFM Investors	Rio Tinto
Buddha's Light International Association	Incitec Pivot	Road Boss Rally
Bunnings	JB HiFi	Salesforce
Bupa Foundation	Kmart	Sealy
BWS	LionCo.	Secret Sounds
Charter Hall	McTavish Surf	Sephora Australia & New Zealand
Clayton Utz	MECCA	SJ Hill Foundation
Country Women's Association of NSW	Mick Fanning Charity Golf Day	Star Entertainment Group
Dan Murphy's	Mirvac	Target
Dowling Family Foundation	Mister Zimi	The A2 Milk Company
Domino's	Mitsubishi Development	The Good Guys
Endeavour Group	Morgans Foundation	The Lewis Foundation
Epic Good	NAB Foundation	The Perini Foundation
FM Global	nabtrade	The Profield Foundation
Francesca Jewellery	Naked Wines Australia	The Pratt Foundation
Gold Coast SUNS	Neumann Benovolent Fund	Toyota Australia
Gold Coast Titans	New Hope Corporation	Vietnamese Australian Buddhist
Golding	North Bondi Surf Lifesaving Club	Assistance Trust
Grafer Foundation	NRMA Insurance	Village Roadshow Theme Parks
Grange Investments	Ocean Alley	Vine Apparel
Hand Heart Pocket	Officeworks	Wandering Folk
	QM Properties	Yancoal Australia Ltd

“

We have been a proud partner of GIVIT since 2014, working with them to help communities access urgently needed items and support to get back on their feet after disasters. We're proud to work with an organisation that provides such a smart, safe and environmentally sustainable way to give. By matching requests for help with the people and organisations who can fulfill them, GIVIT reduces waste and ensures people get what they really need.”

Michael Lupi, Disaster Resilience Specialist, IAG

GIVIT is here for the long haul

We know that the healing from these floods will take time and that there may be added complexities such as the effects of the COVID-19 pandemic that hinder recovery efforts. The scale of the impact is enormous and GIVIT will be here for the several years it will take to support these communities in their recovery.

Many flood-impacted people are still living in temporary accommodation, or are waiting on repairs to their homes, so aren't in a position to receive donated items yet. As time passes and recovery progresses, GIVIT will be there to ensure these people and families aren't left behind.

A huge thanks goes to GIVIT's team of staff and volunteers, all of whom are working tirelessly to ensure people impacted by floods receive the essential items and services they need.

GIVIT's impact in flood-impacted communities is made possible thanks to our National Disaster and Emergency Partner, IAG and the ongoing support of corporate partners Hanes Brands Australasia, Golding, Road Boss Rally and The Star Entertainment Group. GIVIT's recovery work is being delivered in collaboration with the QLD and NSW Governments.

National Disaster and Emergency Partner



Left: GIVIT CEO Sarah and Engagement Officer Breanna with Naomi from Koori Mail. Middle: Visiting volunteers from Resilient Lismore. Right: GIVIT Founder Juliette giving furniture, grocery and fuel vouchers to Five Loaves Ballina.



*Thank you for
making a difference!*



GIVIT Founder Juliette and Engagement Officer Breanna distributing vouchers to several recovery organisations at the Murwillumbah Volunteer Hub including RiverTracks, The Family Centre, and It Takes A Town.