

An aerial photograph of a river with white water rapids, showing turbulent, frothy water cascading over rocks. The water is a mix of brown and white, with the white foam contrasting against the darker, churning water. The rapids are the central focus, with the river flowing from the top towards the bottom of the frame.

GIVIT DONATION MANAGEMENT SERVICE

SCRIPTS AND COMMUNICATIONS

Information and resource pack

GIVIT

COMMUNICATIONS / 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 is a national online 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.
- 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 items 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 / 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 items 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 / SCRIPTS

WEBSITE COPY

- To donate money, items, services or volunteer support for this recovery, please visit givit.org.au. Online non-profit GIVIT is managing donations during this recovery. GIVIT connects donors and community organisations to make sure people and communities get exactly what they need, when they need it.



CALL CENTRE SCRIPTS

→ 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."

→ 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."

→ Person requesting access to donated items

"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

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

→ 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 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

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