



Some common Q&A when talking to charities and community service organisations...

We love talking about GIVIT and after years of practice we've pulled together a rundown of some of the most common questions...and the answers to what you might be asked. As always we're here to help so if you find you are asked something you don't know then just contact us at info@givit.org.au and we'll find an answer!



How do we physically receive the goods?

GIVIT is the matchmaker. Once you reserve an item through the GIVIT website or someone pledges to give an item in response to a request, your details are automatically provided to the donor and you will receive an email containing their contact details in return. It is then up to the both of you to coordinate drop off, pick up or posting of the item.



Is my client's anonymity protected?



Most definitely.

GIVIT is very conscious that your client's privacy and dignity must be maintained at all times. In fact, GIVIT's whole business model is built around connecting those in need with those who have – in a safe and private way.

In accordance with the Privacy Act 1988, and to protect your client's anonymity, GIVIT never uses names or identifying information in their website listings. Rather, they ask their registered charity users to provide a story about the intended recipient/s of a requested item, including some non-identifying details about their circumstances, why the need exists, and how a donation will help. The more information provided in a request, the higher the likelihood of donors connecting to it and feeling motivated or inspired to give.

Can I ask the donor to drop items off directly to my client?

Absolutely not.

This goes completely against GIVIT's Terms of Participation and would also be a breach of the Privacy Act 1988.

It is GIVIT policy that you must NEVER ask or permit a donor to deliver items directly to an end recipient. This is for the safety and privacy of your client as well as the donor.

Donations must always be transferred to the end recipient by you. Failure to adhere to this policy will result in automatic suspension from GIVIT for your entire organisation.



Can we ask for anything through GIVIT?

You can ask for anything that you deem to be an essential and immediate need for a client or your organisation's service delivery, with the exception of the following items:

- * Alcohol
- * Animals
- * Bills and debts
- * Cigarettes or tobacco
- * Digital downloads
- * Drugs of any kind (including prescribed and over the counter), drug-like substances and drug paraphernalia
- * Gift cards or vouchers that can be exchanged solely for one or more other items on the Prohibited List (unless with GIVIT's express written consent)
- * Government documents
- * Hazardous or restricted items
- * Human parts
- * Illicit, inappropriate or pornographic material (in books, videos, etc.)
- * Lost or stolen property
- * Any electrical equipment with removed serial numbers and/or without a manual (unless with GIVIT's express written consent)
- * Lottery tickets
- * Medical devices and/or equipment (unless with GIVIT's express written consent)
- * Real estate
- * Baby/child furniture and/or equipment that does not fit with current Australian Standards
- * Recalled items
- * Motor vehicles, caravans or any item requiring exchange of registration



Can we register as just one organisation and share login details among our staff?

For GIVIT's system to work efficiently and to minimise risk of confusion, each member of your team who hopes to source essential items must first register through the website. This way, every user can have their own login and manage donation requests and reservations solely for their caseload or people they support.

How does GIVIT vet the authenticity of recipients?

GIVIT does not vet the authenticity of recipients. GIVIT relies on you, as a charity user who is registered with them and who has agreed to their Terms of Participation, to identify a genuine need and ensure people only receive the essential items they require at any given point in time. GIVIT is not to be used for stockpiling donations 'in case' of something happening or for sourcing items that are wanted but not really needed.

Who checks the quality of the goods that have been offered?

The onus is on you as the charity user requesting or reserving an item to verify its quality before agreeing to receive it. GIVIT does ask for a photo of items pledged into their virtual warehouse, however, they still encourage charity users to follow up with donors after reserving an item or receiving a donation offer against a request to ensure what is being offered is suitable for their client's or service's needs.



Can GIVIT help with donating services as well as items?

Outside of disaster recovery efforts, GIVIT is unable to assist with requests for, or offers of, services through their website. The best approach is to seek items through GIVIT but contact your local volunteer organisation or service group to see if anyone there might be able to help on the services side of things.

Where does GIVIT store donations?

GIVIT does not store donations. All items offered by donors stay at their home until a match is found for their item through the GIVIT website. GIVIT's unique virtual warehouse and online list of items needed ensures that donations can be matched directly and efficiently with no burden on organisations to physically collect, sort and/or store unsolicited donations. In turn, this significantly reduces the administrative and financial load on councils and charities alike, saving valuable resources.

Does GIVIT arrange the transportation of donated items?

No. It is up to you, the charity user, to contact donors to arrange drop off, pick up or posting of the item/s pledged. GIVIT provides the platform to connect charities and donors, however all transport and logistical arrangements take place between charities and donors only. One of GIVIT's key policies is that donors and recipients must never meet.



Can members of the public obtain items directly from GIVIT?

No. People in need must contact a local charity to access the generous donations that have been offered through GIVIT. This is to ensure needs are verified and recipients' privacy protected.

How do donors find out about my requests?

The GIVIT team sends a newsletter to nearly 10,000 subscribers every Wednesday night. They also have many 'frequent flyers' who check the website to see what's needed on a regular basis. Other than this, GIVIT's communications team can harness the power of social media to spread the word about urgently needed items. Their CEO and Founder, along with other key team members, also take the opportunity to speak on radio and other platforms when possible.

How is GIVIT funded? How can this be a free service?

GIVIT is lucky to be supported by a range of government agencies and corporates. These channels provide the funding for their core costs and allow them to provide their service at no charge to all charities in Australia that are working with marginalised, vulnerable and impoverished people.



We are an Australian charity but support vulnerable communities overseas. Are we able to access donations through GIVIT?

Unfortunately, no. Donors currently give items via GIVIT with the assurance that they will assist vulnerable people within Australian borders only.

Can we request items and use them for raffle prizes or to sell them to raise money for our valuable programs?

Unfortunately, no. Donors give items via GIVIT with the assurance that they will be directly assisting vulnerable people in immediate need. GIVIT's Terms of Participation also stipulate that charity users cannot source items via GIVIT for the purposes of selling those items.

How long does it take for my charity registration to be approved? Can I log in immediately?

It will typically take up to five business days for your new registration application to be approved and for you to receive your Charity Portal login details. This is simply due to the time that can elapse when trying to reach referees and conduct standard due diligence on each new registration application before giving a seal of approval.