

From: [NSW Government](#)
To: [Flood Inquiry](#)
Subject: Floods Inquiry
Date: Friday, 20 May 2022 5:53:38 AM
Attachments: [1 What is GIVIT.pdf](#)
[2 Testimonials.pdf](#)
[3 GIVIT Impact Report NSW QLD Floods One Month On.pdf](#)

Your details

Title	Ms
First name	Sarah
Last name	Tennant
Email	
Postcode	4064

Submission details

I am making this submission as	Other
Submission type	I am submitting on behalf of my organisation
Organisation making the submission (if applicable)	GIVIT
Your position in the organisation (if applicable)	CEO
Consent to make submission public	I give my consent for this submission to be made public

Share your experience or tell your story

Your story

Founded in 2009, GIVIT is a national not-for-profit organisation that provides an online solution to match corporate and public donations to genuine need. GIVIT has a proven ability to support local charities, community groups and councils by helping them obtain exactly what is needed to assist those impacted by disaster events.

GIVIT's website (www.givit.org.au) allows everyday Australians to see exactly what is required and donate easily, safely, and effectively to those in need without overwhelming charities on the ground with donation they do not require or do not require immediately. Donations pledged on givit.org.au are logged in GIVIT's online warehouse and immediately made available to vetted organisations supporting impacted communities to access if required. Working with local recovery stakeholders GIVIT identifies and, if necessary, brokers donations to meet specific community needs.

GIVIT matches donation offers from the community to requests for support, removing the need for organisations to physically collect, sort, store and ultimately dispose of unwanted donations. This greatly 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. 100% of money publicly received by GIVIT is used to purchase essential goods and services as requested by local support organisations, purchased from local businesses wherever possible.

GIVIT has worked collaboratively with the New South Wales (NSW) Government, to provide support to local NSW councils, charities and

community groups to ensure a coordinated approach to managing donated goods and services after the 2019-20 Bushfires and the 2021 Floods. As demonstrated after these disaster events, GIVIT's Disaster Donation Management Service is an effective, proven, scalable and home-grown solution to managing donations before, during and after disaster and emergency events. The service includes targeted communications that pre-emptively discourage unrequested donations and offer an alternative model for members of the public and businesses to donate directly to those in need online via the GIVIT website. The model facilitates community-led recovery by empowering communities to request exactly what they need and builds more resilient communities through a cohesive network of registered organisations.

Terms of Reference (optional)

The Inquiry welcomes submissions that address the particular matters identified in its [Terms of Reference](#)

1.1 Causes and contributing factors

N/A

1.2 Preparation and planning

GIVIT can provide a mechanism to ensure the best and most appropriate use of scarce resources, and to harness the goodwill and generosity of people and organisations wishing to donate goods, services and financial donations, while removing the need for organisations to physically collect, sort, store and ultimately dispose of unwanted donations. GIVIT, in conjunction with affected local governments and service providers, can identify the needs of the community during disaster recovery.

In Queensland, GIVIT has partnered continually with the State Government since 2013 to manage and coordinate offers of assistance and donations after a disaster event and is

recognised as a key contributor in the state's disaster management arrangements. Consequently, GIVIT is an active member of Queensland's State Human and Social Recovery Group, State Human and Social Recovery Committee, the majority of Local Disaster Management Groups and Local Recovery and Resilience Groups throughout the state. Importantly, GIVIT is included in emergency management and recovery plans at the State, District and Local levels, thereby informing the Queensland public and all emergency management agencies of GIVIT's role to manage and coordinate donations. These arrangements enable GIVIT to proactively manage donations, often before they become problematic, through the coordinated implementation of clear and consistent communications strategies with all levels of government.

In the absence of a long-term service agreement with the NSW Government, despite several formal submissions by GIVIT to secure such an arrangement, and associated resource constraints, GIVIT was unable to engage with local governments, charities and community groups prior to the 2022 floods. Consequently, GIVIT has been unable to develop a network of registered organisations in NSW to support disaster recovery, build resilience and help address everyday social hardship and vulnerabilities.

Essential donation management frameworks and governance arrangements were not in place before the 2022 floods to educate and provide guidance and direction to public and corporate donors wanting to donate goods, services and financial donations.

GIVIT is not included in NSW State or local emergency management plans and, therefore, does not have recognition in this state as a

disaster recovery stakeholder nor as a mechanism for donation management and coordination. The absence of these pre-agreed frameworks and arrangements meant that GIVIT was prevented from liaising directly with impacted local governments. GIVIT was unable to support the local councils and charities through communications strategies to discourage the donation of unrequested items and encourage donors to only give what is actually needed, thereby helping to reduce the amount of unrequested donations. Unsurprisingly, unrequested donations quickly became problematic and a potential environmental health hazard in many locations.

GIVIT was, and remains, well placed to deliver this public education piece, as required in Recommendation 21.1 (1) of the Royal Commission into Natural Disaster Arrangements -Report, October 2020.

The absence of pre-established relationships with local charities and clear communication channels in the Northern Rivers also resulted in a delay in the distribution of immediate aid. Without local charities who were familiar with the GIVIT platform, GIVIT was unable to identify the genuine need and provide immediate support. Communication assets provided to Resilience NSW were not distributed widely. This resulted in increased frustration and unnecessary additional stress for those impacted who knew GIVIT was receiving donations of good, services and cash to support their recovery but were unclear how to access that support. Through social media and other external contact channels, GIVIT staff members were confronted regularly with frustrated community members who were unsure of how or where to seek assistance (see following examples) and were forced to protect GIVIT's reputation. It was not until 23 March 2022 that GIVIT was able to establish a relationship with St Vincent de Paul to help case manage

those in need of material support in Lismore. This was in stark contrast to GIVIT's work in the Wiseman's Ferry area where, due to the previous flood in 2021, networks had been established with local organisations such as Peppercorn.

Examples of social media posts include:

...why when people go there for support they are told by these charities they know nothing about you?

Spoke to two different people yesterday who lined up for 5hrs at the recovery centre and were told by every single charity that they couldn't help them

I have had a very hard time being linked up to Givit. Nobody seems to know how to access donated goods to Givit. A vinnies staff told me to ask a social worker, but social workers don't seem to be able to help.

I am at casino caravan park flood victims but never heard of givit

people here don't fully understand what help is fully available

1.3 Response to floods

N/A

1.4 Transition from incident response to recovery

GIVIT's donation management platform facilitates the effective coordination of donation offers after a disaster, matching public and corporate donations to genuine and validated relief and recovery needs. Ideally, GIVIT should be active in communities well before a disaster to ensure that its services are understood by local government, charities, community groups, as well as public and corporate donors; relationships with other recovery partners are established; communications and media

strategies are shared with relevant stakeholders; and the public are educated on the use of donations throughout all phases of disaster relief and recovery. These actions help to enhance the resilience of the community and ensure a seamless transition from response to recovery.

It is widely recognised that Recovery begins at the same time as Response¹. Unfortunately, the criticality for the NSW Government to “develop and implement efficient and effective arrangements to manage and coordinate donated goods to ensure offers of support are matched with need”, as detailed in Recommendation 21.1 (2) of the Royal Commission into Natural Disaster Arrangements -Report, October 2020 has not been recognised. It is clearly evident that such arrangements did not exist prior to the 2022 Flood, meaning that there was an absence of capable services to manage and coordinate the flow of donations to these areas. Had GIVIT been operating in NSW under an agreement with the NSW Government, the state would not only have had a standing donation capability to address both Recommendations, it would also have had a mechanism for a seamless transition of donation management from Response (where there was an outpouring of generosity and unrequested donations ultimately hindered Response operations) through to Recovery (which was characterised by further misdirection of people’s willingness to help with unsolicited donations).

1.5 Recovery from floods

GIVIT has a proven record of its ability to support disaster recovery through its management and coordination of public and corporate donations, as demonstrated after the 2019-20 Bushfires and 2021 Floods. Most recently, after the multiple 2022 flood events in NSW, GIVIT’s capability and capacity to successfully coordinate and manage donations to support individuals,

households and communities throughout all stages of their recovery (from Relief to Long-term Recovery) has been irrefutably illustrated. However, it must be recognised that GIVIT was frustratingly “late to the party” due to protracted negotiations with Resilience NSW. GIVIT’s in absentia for the Response and Early Relief phases of this emergency and the inability to work directly with impacted local governments due to direction from Resilience NSW caused an unnecessary impediments and delay in the implementation of GIVIT’s well-developed and consistent communication and media campaign. This campaign would have served well to educate public and corporate donors on the smart way to give; discouraging unrequested donations and encouraging donations of goods, services and cash to match genuine needs via the GIVIT website.

Unfortunately, by the time GIVIT had received agreement from the NSW Government to commence delivery of its services in the flood impacted communities (some eight days after 23 February 2022 when the Bureau of Meteorology issued a severe weather warning for the Northern Rivers, which it said may lead to flash flooding), spontaneous and unrequested donations were already problematic in many locations. For example, in Lismore where a local charity had been contracted by the Lismore City Council to receive and distribute donations, unsolicited donations quickly overwhelmed the available storage and capability of staff to store, sort and distribute these unrequested donations.

Despite the delayed delivery of GIVIT’s services, since commencing its collaboration with Resilience NSW on 01 March 2022 to support those impacted by the 2022 Floods, the following has been achieved (as of 16 May 2022):

\$14.8m in donated funds received nationally, includes \$4.5m for exclusive use in NSW

\$3,105,332.65 already spent to purchase essential items and services in NSW

189,000 donated items have been received in the community

109 organisations have received assistance

Financial donations are used to purchase items for early, medium, and long-term recovery from the 2022 Floods. GIVIT is committed to purchasing locally, wherever possible. Through GIVIT's "buy local" approach, economic recovery and advancement at the microeconomic level is promoted with the injection of funds into disaster impacted businesses. To date, GIVIT has worked with over 140 local suppliers and businesses to purchase over \$3.1 million worth of items to support recovery. This approach may also help to maintain or increase jobs regionally and support economic diversity in the impacted regions.

GIVIT has the necessary experience and is committed to providing assistance to those with longer-term and complex recovery needs, including the repair and rebuild of private dwellings as well as furnishings and fittings that may be required for the Temporary Housing Pods.

1.6 Any other matters

N/A

Supporting documents or images

Attach files

- [1 What is GIVIT.pdf](#)
 - [2 Testimonials.pdf](#)
 - [3 GIVIT Impact Report NSW QLD Floods One Month On.pdf](#)
-

WHAT IS GIVIT

GIVIT is a national online non-profit organisation matching generosity with genuine need. GIVIT connects donors and charities to make sure people and communities get exactly what they need, when they need it particularly during disaster recovery. GIVIT supports more than 4,500 of Australia's most trusted charities as well as hundreds of local neighbourhood community centres, schools and community groups.

HOW GIVIT WORKS



Person in need

Connects with local council or support organisations registered with GIVIT



Support Organisation + Council

Checks givit.org.au for available donations or requests a specific item or service



Public + Corporate Donor

Browses what's needed and donates items, funds or services via givit.org.au



Support Organisation

Works with donor to get donation where it needs to go



Person in Need

Receives donated item/service

WHAT'S NEEDED

ONLINE WAREHOUSE

What GIVIT works to prevent



TESTIMONIALS

GIVIT were there for Kempsey during the fire and floods. This enables us on the ground to support impacted vulnerable community members including those from local indigenous communities. Thank you GIVIT.

Chontelle Shore, Community Development Coordinator, Vinnies

The assistance from Givit has made an incredible difference in the lives of hundreds of families recently flooded in Lismore and the Northern Rivers. Thanks to Givit processing vouchers so quickly, Global Care has already been able to directly give over \$23 000 worth of food, petrol & household vouchers directly into the hands of those who need it, with more vouchers and goods currently being processed for families who have lost everything. There are no words to explain the relief this assistance has given to so many desperate families. Thank you Givit and everyone involved during this challenging time.

Jenny Brewer – Global Care Faith Family

Re: Letter of recommendation for GIVIT

I'm writing to you today to give support to the GIVIT team whom have worked closely with me and our Emergency Services Team. They have provided enormous support to both me, my team and our Community over the past grueling 16 months.

In February/March 2019 bushfires devastated areas in the Northern Rivers of NSW around Tabulam and Drake. These are areas covered by our Emergency Services Teams and we were activated for an Evacuation Center immediately. We went into Recovery mode simultaneously. This bushfire did not have an appeal implemented so no funding was available at that time for those impacted. GIVIT came to the rescue to help with food and water vouchers. The vouchers were for local businesses so that helped the whole Community. As needs changed GIVIT answered my inquiries re stock feed and building supplies by a voucher system from the local Rural Traders. Other individual help was given when requested.

We were still doing recovery work in the Tabulam/Drake area when the September 2019/2020 Bushfires started and extended to a very large part of NSW. Again, GIVIT was there to give us support to help the most vulnerable in our Communities. Help has been ongoing. I had only to make a 'phone call or send an email and they would get back to me.

The help from GIVIT has been ongoing. From small requests for traumatized children to larger requests for special needs. The staff at GIVIT really go out of their way to support me and the Red Cross volunteers on the ground and our fire impacted Community.

I request that you look favorably on their request to work in our NSW Community in the future.

Kerrie Gray, Australian Red Cross Volunteer, Emergency Services Northern Rivers NSW

The GIVIT organisation has been instrumental in assisting our flood affected community recovery journey. With the generosity of financial support supplied through GIVIT, you have reduced the financial burdens of many and allowed our Recovery Support Services to concentrate on other areas of support needed to provide a holistic approach to build on resilience for each and every client.

This powerful partnership has allowed our organisation to bring joy and hope to many, building on their resilience and support during their journey to recovering after such a horrific event with the flooding of our region. In particular we would like to thank both Denim and Scott for their passion and quick actions to support those in need.

It has been an absolute pleasure working with you at GIVIT and wish your organisation all the best moving forward.

Sherrie Moloney, Recovery Support Worker, St Agnes' Catholic Parish

TESTIMONIALS

I am grateful for all the assistance that GIVIT has provided to RSS and in conclusion I would expression that the old saying my grandmother taught me is correct. "THE GIFT IS IN THE GIVING"! Once again, thank you for all your assistance. Always a pleasure working with you.

Maree Fayne: Recovery Support Worker, Peppercorn

I wanted to share with you and your team today my gratitude for the work you do. Being able to offer such a platform to enable donations to get from A to B without having to have space to store them is beneficial on many levels, not only for the individual but for service providers and local governments who are often left with the job of disposing unmatched donations.

I am hearing the following comments from clients: I am so grateful for the ability to select my own items rather than being told what I have to have. I don't know what I would have done without the assistance from GIVIT in my time of need.

I have also heard from Local Businesses: I am so pleased that the process through GIVIT considers the impact of local businesses as well as the individuals who have suffered lose. The fact that GIVIT and the NGO's like Vinnies have considered supporting local businesses by reaching out to them for Vouchers means that our community also have the benefit of the economic recovery that is so needed after a disaster.

**Tracey Doherty | Coordinator, Bushfire Recovery and Community Development
Richmond Valley | St Vincent de Paul Society NSW**

GIVIT has provided donations of essential items to Lifeline to assist people impacted by the recent floods in Northern New South Wales.

Lifeline normally has three op shops in Lismore but when they were inundated by flood waters we were required to quickly establish a distribution centre in the region to assist people. Without the help of GIVIT we would not have been able to provide those essential, everyday items that people urgently needed. As this recovery evolves we will continue to work with GIVIT to supply the items that people require to rebuild their lives.

Michael Were, NSW General Manager, Lifeline Direct Limited





GIVIT

ONE MONTH ON

2022 QUEENSLAND AND
NEW SOUTH WALES FLOODS

GIVIT IMPACT REPORT
MARCH - APRIL 2022

Image: Lucas Handley

QLD & NSW Floods

In February and March 2022, the east coast of Australia was battered by torrential rain. Southeast Queensland and Northern New South Wales experienced one-in-1000-year rainfall. The resulting floods caused devastating loss of life and property. With an estimated 50,000 households impacted, thousands of people now have the daunting task of rebuilding their homes and their lives.

GIVIT is collaborating with the Queensland and New South Wales Governments to manage donations to assist with the short, medium and long-term 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, the generosity shown by Australians has been incredible. It is always heartening to see how much Australians genuinely care about helping fellow Australians when facing their darkest hour. It is this generosity that has enabled GIVIT to provide immediate assistance and the security of medium and long term support ensuring people who've been impacted by floods get exactly what they need during each stage of recovery.

The 10 most requested items during the last month



Groceries



Nappies



Bath Towels



Cleaning products



Household items



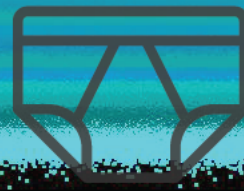
Quilt covers



Clothing



Hardware goods



Women's underwear



Fuel

GIVIT's Impact



161,171

TOTAL ITEMS & SERVICES

Provided to flood-impacted communities



5,233kg

OF LANDFILL

Diverted



48

LOCAL GOVERNMENT AREAS

Have placed requests



160

ORGANISATIONS

Have received assistance

70,525

items provided via

79

organisations

90,646

items provided via

81

organisations



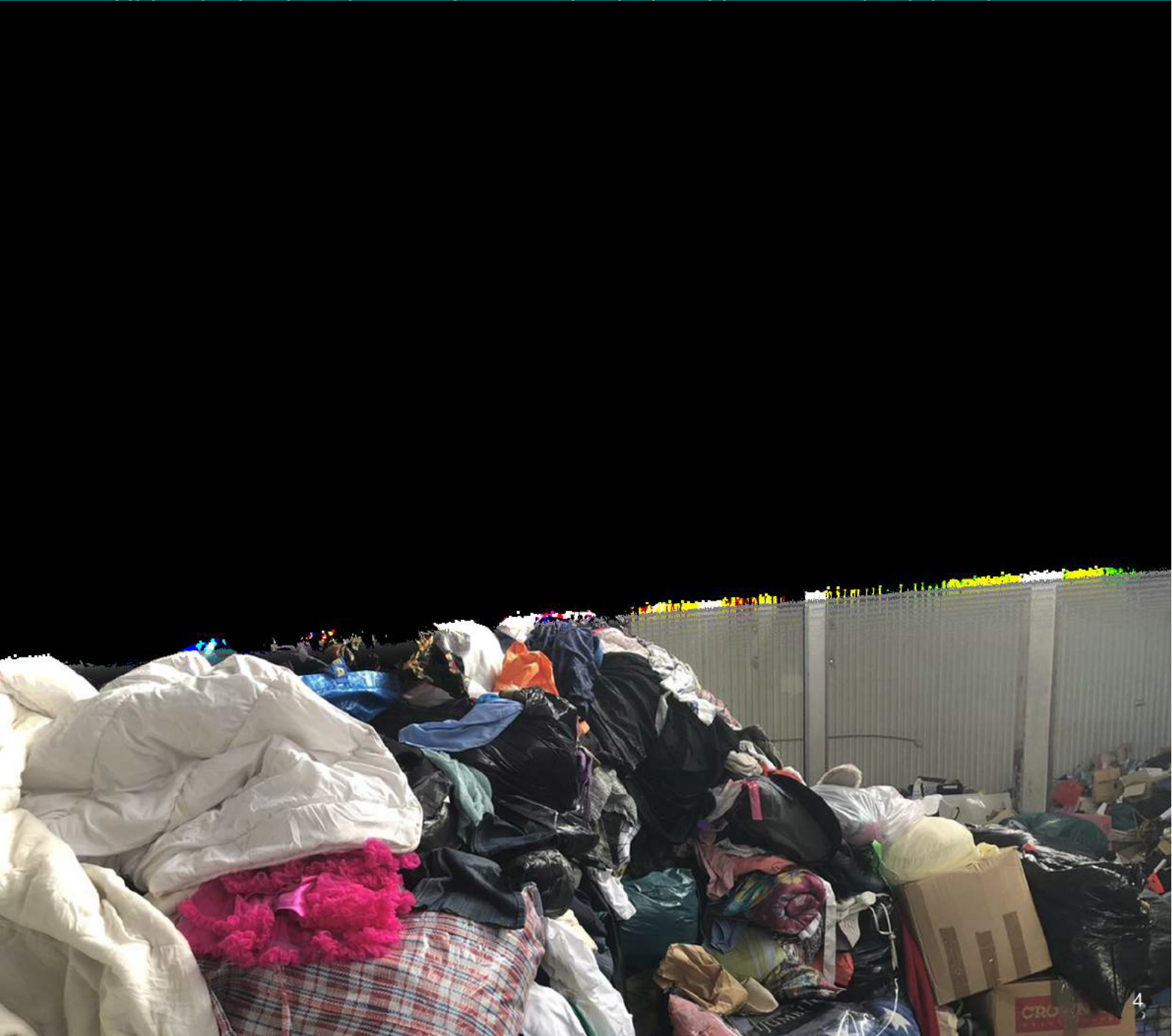
Floods have impacted an area the length of the entire United Kingdom

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.

How we do it



GIVIT's online warehouse

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

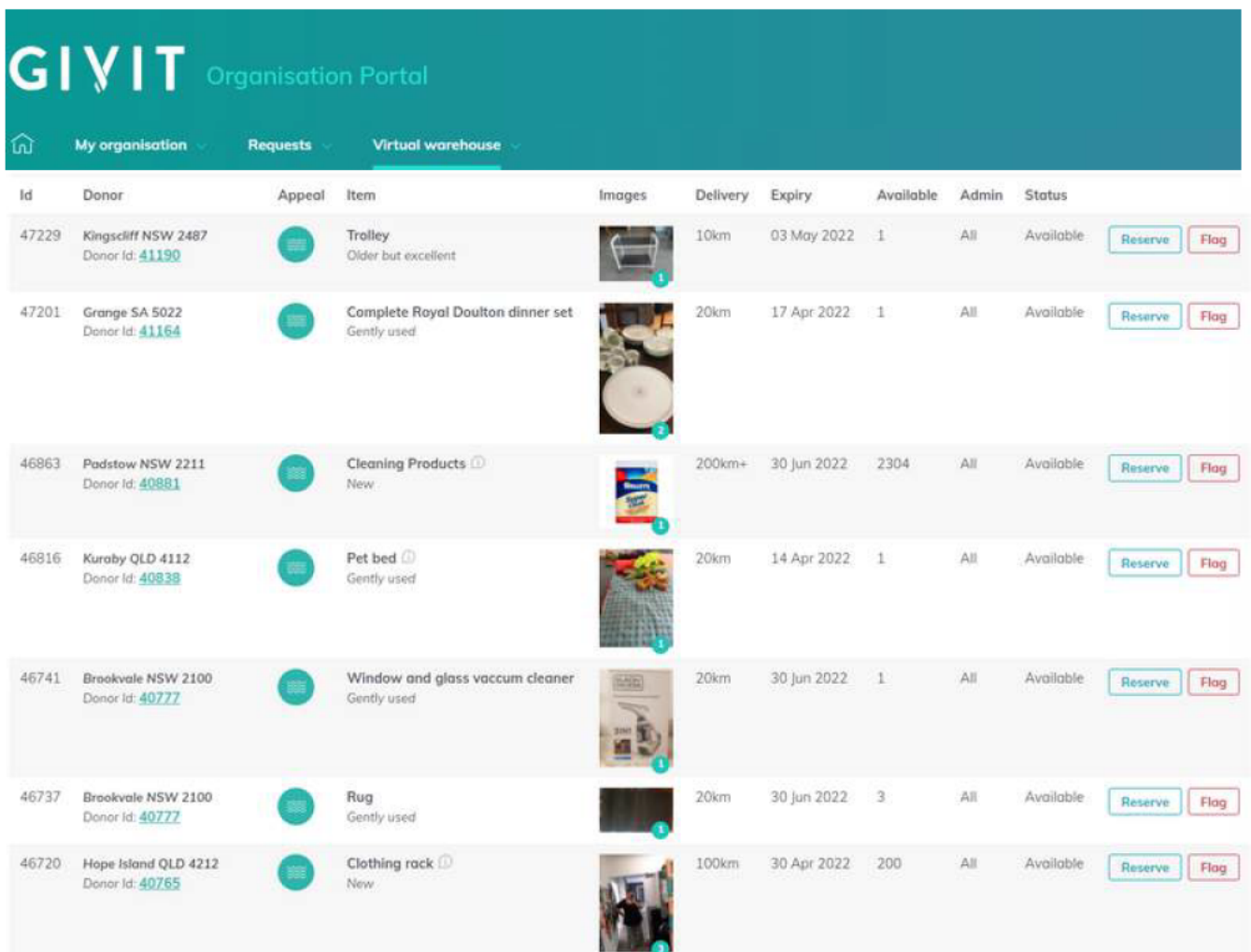
GIVIT is the solution for people and businesses to give the smart way. Generous Australians offer their good-quality items in GIVIT's online warehouse. These items are available to all organisations registered with GIVIT, and can be claimed and distributed by support organisations in flood-impacted areas 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.

Of the **161,171**

total items and services received by people in need so far

34,479 were pledged

by smart, generous Australians into GIVIT's online warehouse



The screenshot shows the GIVIT Organisation Portal interface. At the top, there is a navigation bar with the GIVIT logo and the text 'Organisation Portal'. Below the navigation bar, there are several tabs: 'My organisation', 'Requests', and 'Virtual warehouse'. The 'Virtual warehouse' tab is selected. The main content area displays a list of donations, each with a row of information. The columns are: Id, Donor, Appeal, Item, Images, Delivery, Expiry, Available, Admin, Status, and buttons for Reserve and Flag. The list contains eight items, including a trolley, a dinner set, cleaning products, a pet bed, a vacuum cleaner, a rug, and a clothing rack.

Id	Donor	Appeal	Item	Images	Delivery	Expiry	Available	Admin	Status	Reserve	Flag
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



Thank you message

The recent floods have devastated many families. Through GIVIT, I've been able to source items to help these families rebuild their lives, either through donated new and used goods or through gift cards. One of the families was overwhelmed by the generosity of GIVIT supporters and asked me specifically to thank GIVIT and their generous supporters, without whom these families wouldn't be able to get back on their feet. THANK YOU!"

School Chaplain, Western Suburbs State Special School

Thank you message

"I'm glad we have an amazing service like GIVIT who are there to support people who have been flood affected. You guys do an amazing job. Thank you"

Anglicare IFS and SFS, Gympie



People we've helped



Lismore

Container of Dreams is a Northern Rivers organisation that's providing practical solutions to the region's housing availability and affordability issues. They're doing some fantastic work getting what's needed to the Lismore community, and the people they're helping have some harrowing stories.

When Gemma's (name changed) Lismore home was inundated, she was forced onto the roof to escape the rising floodwaters. Incredibly, while she was on the roof, her house caught fire, and she was rescued by a neighbour. Gemma spent the next six hours watching the lower part of her house flood, and the upper part of her house burn.

Through Container of Dreams, GIVIT provided Gemma with a range of vouchers to local Lismore businesses to help her replace destroyed white goods and furniture as she recovers.

Lismore residents Jake and Leonie (names changed) emptied their fridge and were ready to use it as a life raft as floodwaters rose through their house. They tied the fridge to their front landing, complete with cooking pot as a bailer, and were preparing to make their escape using the fridge when they were rescued. GIVIT coordinated the donation of vouchers to Jake and Leonie so they could buy a new fridge.

Through GIVIT, Container of Dreams has distributed many other donations of vouchers and items to flood-affected locals, including camera gear for a photographer, and a laptop, accessories and Microsoft 360 subscription for a woman whose family was impacted by the floods.

Images: Container of Dreams



People we've helped



Gatton

A man in Gatton returned home from hospital after treatment for a major heart issue to find his house flood-damaged and mouldy. The man turned to Lockyer Community Centre for help. Thanks to generous donors, GIVIT coordinated the donation of vouchers, allowing the man to buy groceries, cleaning supplies, new electrical goods and furniture to replace what was lost, as well as feed for his animals.



Ballina

A Ballina family with a one-week-old baby boy had their home inundated by floodwaters. Their new nursery was completely flooded, and the cot and other furniture were destroyed. With the father's workplace affected by flooding, the family is financially stretched. GIVIT's partnership with St Vincent de Paul Society meant we could provide the family with donations of vouchers so the family could buy a new cot, mattress, bedding and set of drawers.



A flood-impacted man receiving donated vouchers. Image: Lockyer Community Centre



Volunteers cleaning flood-impacted properties in Logan. Image: Logan House Fire Support Network



Logan House Fire Support Network has pivoted to provide urgently needed support and volunteers to assist with flood clean up in the Logan region, where hundreds of houses were inundated. GIVIT as coordinated the donation of grocery vouchers, fuel vouchers and bottled water for the organisation to distribute to impacted residents, many of whom were still without power.

Thank you message

"Thanks to GIVIT for all of their help and assistance with food and fuel vouchers and delivery of bottled water that we will be delivering to residents across the city. Sadly some homes are still without power and water and this will assist them."

Logan House Fire Support Network

People we've helped



Tweed

Tweed-based Momentum Collective assists those in need from both sides of the border. People already experiencing domestic and family violence, homelessness, mental ill-health or disability have been impacted by these floods. GIVIT provided grocery and fuel vouchers for Momentum Collective case workers to distribute to vulnerable flood-affected members of the community.



Momentum Collective accepting fuel and grocery vouchers from CEO Sarah Tennant.



Coles vouchers being delivered to Hawkesbury's Helping Hands. Image: Hawkesbury's Helping Hands



Hawkesbury

In Sydney, Hawkesbury's Helping Hands (HHH) had the heartbreaking task of supporting a family whose home had been inundated for the second time in a year. HHH provided the family with supplies, including Kmart, grocery and fuel vouchers from GIVIT. One member of the family, Leah (name changed), was five months pregnant, and was looking forward to buying lemon or lime cordial to satisfy the craving she'd had since the family was evacuated.

Thank you message

"Huge thank you to everyone far and wide all across Australia who have kindly donated and continue to donate [Coles, fuel, Kmart, Bunnings and Woolworths] vouchers for us to use and distribute!" These are especially great for the recovery period, this is going to be a marathon not a sprint, and [it's] also about supplying immediate need to enable people to buy exactly what's needed. And thank you to Kirsty from GIVIT who spent most of the day at HQ yesterday, downloading and printing, - she even brought a printer with her and donated it. Thank you! Thank you! Thank you!"

Hawkesbury's Helping Hands

People we've helped



South Windsor

Peppercorn's flood recovery support team is well-versed in response and recovery, and are assisting Hawkesbury residents northwest of Sydney through their second flood event in just twelve months. GIVIT Engagement Officer visited the South Windsor disaster recovery centre where Peppercorn was assisting. On her visit she met Sarah and Jane (names changed), two volunteers working with Peppercorn who'd been connected with the organisation through the 'donate time' function on givit.org.au.



Peppercorn staff and volunteers at South Windsor Disaster Recovery Centre. Image: Peppercorn



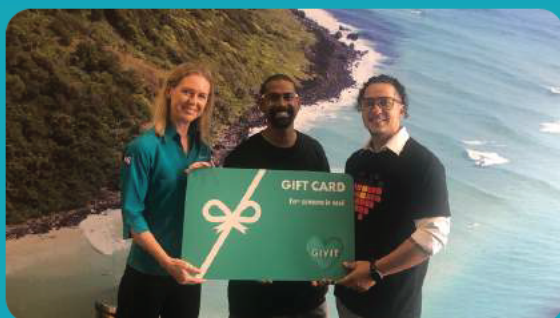
Fingal Head

Through GIVIT, a Gold Coast hotel donated 14 queen beds and mattresses to First Nations organisation Currie Country Social Change Aboriginal Corporation. These beds and mattresses were given to locals whose homes had been flooded in Fingal Head, Chinderah, Kingscliff and the Tweed.



Beds and mattresses being delivered to flood-impacted people in the Tweed. Image: Currie Country Tweed

The Indigenous Futures Foundation's (IFF) core work is focused on food justice for First Nations communities in Southeast Queensland and Northern New South Wales. The floods have dramatically increased the need for IFF's community assistance. GIVIT has provided grocery and fuel vouchers, which will be distributed to families doing it tough on IFF's weekly food run. Donations of hardware items, clothing and personal items has meant Indigenous Futures Foundation has been able to widen its scope and ensure flood-impacted First Nations Australians are supported in this recovery.



Indigenous Futures Foundation receiving vouchers from GIVIT.

Thank you message

"We're so grateful to GIVIT for the food vouchers and fuel vouchers that we'll be able to support more families with. In conjunction with our weekly food runs, we'll be able to bless families with vouchers for them to get food items, nappies or medication or whatever it may be. We're really excited to do that, along with the other items we get from GIVIT's virtual warehouse. So big thanks GIVIT, love yas heaps!"

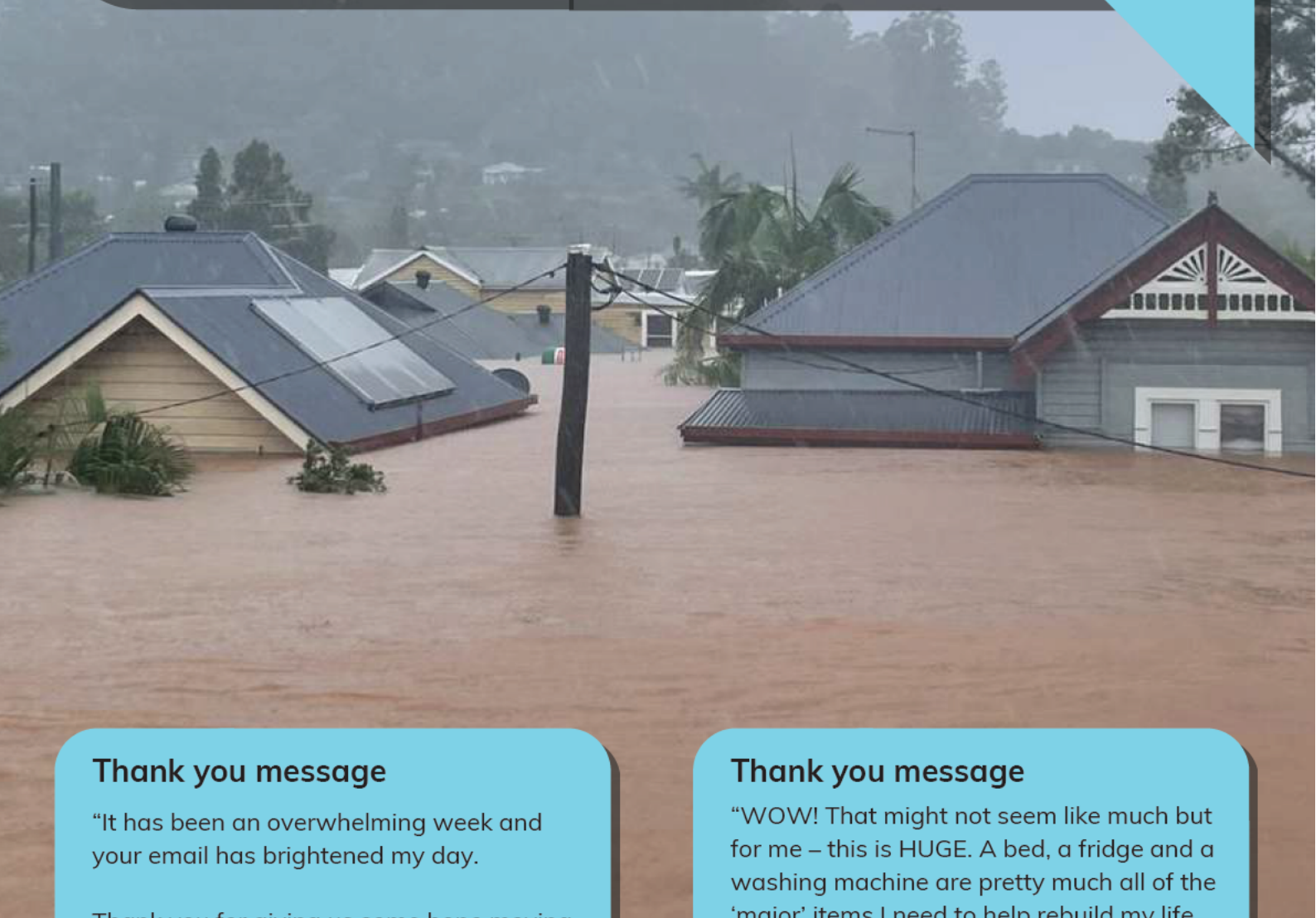
Indigenous Futures Foundation

Thank you message

"Via Australian Red Cross, GIVIT changed my and my child's world today (in a way that the words 'saved us' would not be an exaggeration). We were impacted by the QLD floods three weeks ago. My child is a higher support needs disabled child, and last year I was diagnosed with a degenerative brain disease, the symptoms of which has made it largely impossible for me to access flood recovery support for us via mainstream services / methods.

This afternoon - because of GIVIT and the people who donate to GIVIT - we have access to food for the first time in three weeks; and, in the next few days, our basic household items (eg fridge) and specific disability communication needs will be met. GIVIT has given our small family hope, and sustenance, at a time when I was beginning to fear what would become of us. Thank you so very, very much."

Recipient of vouchers in Brisbane



Thank you message

"It has been an overwhelming week and your email has brightened my day.

Thank you for giving us some hope moving forward."

**South Lismore Public School
Principal**

Thank you message

"WOW! That might not seem like much but for me – this is HUGE. A bed, a fridge and a washing machine are pretty much all of the 'major' items I need to help rebuild my life. Bless you and thank you!"

**Recipient of vouchers through Container
of Dreams in Northern New South Wales**

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 words 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.

Thank you

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 (right) who have made donations of \$50,000 or more to GIVIT (as at 4 April 2022) to assist people impacted by the floods.



GIVIT staff meeting with Officeworks who helped fundraise for GIVIT's Storms and Flooding Appeal.

A2 Milk
AFL Players' Association
ARA Group
Australia Chung Tai Buddhist
Foundation
Binance
Bunnings
Bupa Foundation
BWS
Charter Hall
Dan Murphy's
Queensland Government Department
of the Premier and Cabinet
Domino's
FM Global
Gold Coast SUNS
Gold Coast Titans
Grafer Foundation
Hand Heart Pocket
Hanes Brands Australasia
Hare & Forbes Machinery House
Heritage Bank Foundation
IAG
IFM Investors
Incitec Pivot
JB HiFi
Kmart
LionCo.
MECCA
Mister Zimi
Mitsubishi Development
Morgans Foundation
NAB Foundation
nabtrade
Neumann Benovolent Fund
New Hope Corporation
NRMA Insurance
Ocean Alley
Officeworks
QM Properties
Queensland Country Health Fund
Queensland Raceway
Rio Tinto
Salesforce
Sealy
Sephora Australia & New Zealand
Star Entertainment Group
Target
The Good Guys
The Lewis Foundation
The Profield Foundation
The Pratt Foundation
Toyota Australia
Vine Apparel
Wandering Folk
Yancoal Australia Ltd

Messages from our corporate supporters

"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

"It is impossible to overstate the impact of the flooding that hit Northern NSW and Southeast Queensland a month ago. In the wake of this catastrophic event one name kept popping up via social media and throughout the local community, that name was GIVIT!"

Annette Perkins, Festivals Administration Manager, Secret Sounds

"GIVIT's Flood Appeal gave us a way to provide immediate and critical support to our local communities, schools, small businesses, and families as well as the confidence that 100% of the funds raised would go directly to the affected communities and make meaningful impact."

Daniel Tollenaere, General Manager Store Operations, Officeworks

"The devastating scenes across Queensland and Northern NSW as heavy rain and floods intensify has been frankly heartbreaking. Hearing the personal stories behind the impact GIVIT has been made has been inspiring. It really brings alive the importance of the work of GIVIT and our support of programs which are so desperately needed."

Davinder Mann, Senior Director, Philanthropy – APAC, Salesforce

"It was clear from the total devastation of the recent floods in the Northern Rivers that those affected needed specific support and they needed it quickly. It was important to us that our donation would have maximum impact. With this in mind we were attracted to GIVIT's ability to channel what was needed directly to those areas and to those that needed it most."

Jimi Paul, Founder, Mister Zimi, Byron Bay

"Bunnings was pleased to support GIVIT during the recent floods in NSW/Queensland. Through our collaboration, we were able to provide real and immediate support to residents and communities in need, complementing the direct support our store teams have provided impacted communities. We were also able to share with our team, tangible first hand examples of where our financial contributions had been used."

Sarah Cantrill, Community Partnerships Manager, Bunnings

"We love that GIVIT provides a list of exactly what is needed so all donations are directed to people and places that are in need at the time, reducing wastage and streamlining the impact our donation has. We also love that GIVIT makes sure 100% of our donation will be used to purchase essential items and services for people affected."

Arthur McManus, Operations Manager, Wandering Folk, Byron Bay

Generous corporates donate bulk stock

GIVIT is a one-stop online solution for donating stock to support disadvantaged people, whilst contributing to a circular economy. Businesses across Australia utilise GIVIT's platform to donate new, excess, slow-moving or obsolete stock. Our corporate donors love knowing their generosity is channelled to where it's needed most.

Tens of thousands of units of Hanes Brands Australasia stock, including Bonds baby onesies, underwear, Sheridan sheet sets and soft towels has been sent to recovery organisations in flood-impacted communities. From Wyong to Taree, Kyogle to Burleigh Heads and Nambour, Hanes Brands Australasia is providing high quality new stock to help people get back on their feet. This is on top of the 1 million items Hanes Brands Australasia have donated through GIVIT since 2017. You can watch a short video to find out more about this partnership by clicking the image below.

Outdoor gear supplier BlackWolf donated 160 sleeping bags through GIVIT to Woodburn Recovery Hub. These sleeping bags are being distributed to Woodburn locals who have chosen to camp in their backyards as they clean and repair their homes.

Corporate supporter Sealy provided hundreds of mattresses to households rebuilding after the Black Summer Bushfires. This year, Sealy has pledged 250 mattresses to flood-impacted communities, with the first recently 50 arriving into Lismore to be distributed to people and families who have lost everything.

More than
100

businesses have donated stock to flood-impacted communities through GIVIT



“

“GIVIT's online warehouse is a great solution for Hanes Brands Australasia to manage donations of stock in large quantities. We understand it takes time for genuine need to be identified in recovering communities. The online warehouse allows us to pledge the donation now, for support organisations to reserve, ensuring those people and communities impacted receive what they need, when they need it.

Hanes Brands Australasia



GIVIT Corporate Partnerships Manager Caroline Odgers sorting Hanes donations with volunteers.

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 effect 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 residents 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.

National Disaster and Emergency Partner



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



*Thank you for
making a difference!*



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