

Getting support through GIVIT

Harcourt & Surrounds Bushfire Recovery — Simple guide for community members.

What is GIVIT?

GIVIT inspires generosity to meet real need, connecting the needs of people experiencing hardship to generous donors. GIVIT is the official Emergency Recovery Victoria partner for donations of essential goods and services for people impacted by these bushfires.

I am a community member who needs support

You have been impacted by the bushfires and need items or support. You do not need to set up an account. Contact one of the organisations below and they will submit a request on your behalf.

Step 1 — Contact a registered organisation

Call or visit one of these organisations:

- Call 1800 560 760 Emergency Recovery Hotline – Windermere manage the process
- Anglicare Victoria – speak to your case support person
- Mount Alexander Shire Council – e: bushfirerecoverygroup@mountalexander.vic.gov.au

Step 2 — Tell them what you need

They will listen and help you describe what you need. You can ask for things like:

- Furniture, household items, whitegoods and appliances
- Baby items
- Toiletries
- Toys and educational supplies
- Clothing (children's or adults')
- Digital devices such as mobile phones or laptops

Cannot be requested through GIVIT:

Vehicles, caravans or items requiring registration; Alcohol, tobacco, drugs or hazardous materials; Medications; Perishable food; Payment of bills or debts
Full list: www.givit.org.au/prohibited-list

Step 3 — The organisation submits the request for you

They will upload your request into the GIVIT platform. Your personal details are kept confidential. **There is no guarantee that your request will definitely be met.**

Step 4 — Receive your items or support

Once matched, you may receive:

- A donated item delivered to you
- A voucher for you to purchase the item yourself
- Brokerage funding (GIVIT or Anglicare purchase the item on your behalf)

Questions? Contact your local recovery support worker or visit givit.org.au