



Emergency Services information sheet

Donations

In times of crisis unwanted donations create an additional problem for welfare workers.

Volumes of blankets, clothing, homewares and toys require storage and distribution and raise concerns about hygiene.

In short, donations other than money and those specifically requested may not be appropriate under the circumstances and could hinder the long-term recovery effort.

Getting the donations you want

Publicly discouraging unsolicited donated goods and services should occur immediately.

All information lines, including 1800 numbers and media releases, should relay the same clear message encouraging individuals and organisations to donate money for the purchase of materials or services needed for the crisis at hand, or to wait for further advice.

It is critical that all call-takers are provided with the correct response as quickly as possible and that the message emphatically discourages the donation of goods.

Generally, donations of goods will only be accepted from corporations that can donate large quantities of new, necessary items.

If a caller believes they have goods that may assist the emergency their items should be listed and presented to the coordinating responding agency for approval.

Donated goods will not be returned nor will they be paid for.

Unsolicited donations

Some goods are helpful and these can be determined by the agency responsible for managing the welfare response.

Before accepting any non-monetary donations, all organisations involved should consult with the agency managing the welfare response to ensure their usefulness.

Further information

To find out more about donations please visit our website.

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