# Communication guideline

## Managing offers of assistance in disaster events

This guideline is provided to support responsible officers or their nominated officer to communicate decisions made under the [Managing offers of assistance in disaster events procedure](https://ppr.mpe.qed.qld.gov.au/pp/managing-offers-of-assistance-in-disaster-events-procedure) to :

* refer offerors to external agencies
* accept offers of goods and/or services (as part of local management).

As each offer of assistance and each disaster is unique, these communication examples may not be appropriate, or may need to be tailored.

### Acceptance – goods

Thank you for your generous offer of [named goods] to assist [affected workplace] recover from [disaster event].

Your offer of [named goods, for example, *high quality picture books*] will [name audience/use and benefit – for example, *help our early years students to develop important literacy skills and a love of reading following the loss of these resources to the recent floods*]. An officer will be at the [departmental workplace/specific location] on the following dates and times to receive the donated items: [name dates/times].

Your support and encouragement are very important to the people who have been affected by this [disaster event].

### Acceptance – services

Thank you for your generous offer of [named services] to assist the [affected workplace] to recover from [disaster event].

Your offer to [named services, for example, *repair the school’s fence*] will [name audience/use and benefit – for example, *help secure our boundary and assist in keeping our students safe following damage to the fence during the recent cyclone*]. Please contact [name] on [contact information] to arrange a time for this service to be carried out.

Your support and encouragement are very important to the people who have been affected by this disaster.

### Referral – financial offers (including cash equivalents)

Thank you for your generous offer of financial support for [affected workplace]. Financial donations are the most effective way of helping our workplace and the broader community recover from [disaster event], however, we are unable to accept your donation directly.

Please consider donating to a government appeal, the recovery organisation for the disaster [name, if known] or one of the agencies supporting the disaster recovery effort, so that your financial donation can be used to assist those most in need. Options for your donation are listed on the [Queensland Government](https://www.qld.gov.au/emergency/emergencies-services/help-disaster) website.

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### Referral – goods

Thank you for your generous offer of [named goods] to assist the [affected workplace] to recover from [disaster event], however, we are unable to directly accept your offer.

If particular items are required to help in the recovery from the [disaster event], a targeted appeal may be launched. If you have items you wish to donate, please consider turning your goods into cash instead. For example, have a garage sale, boot sale, a fun auction among friends or sell items on online. Then you can donate the money raised, for example, by contributing to a government appeal or one of the agencies supporting the disaster recovery effort. Options for your donation are listed on the [Queensland Government](https://www.qld.gov.au/emergency/emergencies-services/help-disaster) website.

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### Referral – services

Thank you for your generous offer of [named services] to assist the [affected workplace], however, we are unable to directly accept your offer.

Offers of services are essential to the recovery of our community from [disaster event] and may be registered with an agency supporting the disaster recovery effort, or the local council. Options for your donation of services are listed on the [Queensland Government](https://www.qld.gov.au/emergency/emergencies-services/help-disaster) website.

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### Referral – volunteering

Thank you for your generous offer to clean up/support the recovery of [affected workplace]. Volunteering is essential for our community to recover from the recent [disaster event], however, we are unable to locally manage volunteers.

Please contact either the local council, or an agency such as [Volunteering Queensland](https://volunteeringqld.org.au/) or [GIVIT](https://www.givit.org.au/), so that your time, efforts and skills can be best utilised and coordinated to help our whole community recover from [disaster event].

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