

Where is the SAFE Donation Warehouse, and when is it open for accepting donations?

The SAFE Warehouse is located at 1401 Grove Blvd. It is open Tuesday–Friday from 10 am – 4 pm, and the 3rd Saturday of the month. Check for closures at <https://www.safeaustin.org/get-involved/wishlist/>
Please note: the warehouse may occasionally close temporarily for staff meetings.

What items can SAFE not accept?

Thank you for considering these guidelines. Due to demand, storage, and staff capacity, we unfortunately cannot accept:

- Furniture, mattresses, or TVs that have not been pre-approved. Please email inkind@safeaustin.org with photos for approval.
- Items that are damaged, heavily worn, need cleaning, have strong odors, or contain pet hair
- Used makeup, hygiene items, or undergarments
- Used breastfeeding pumps, car seats, or bottles
- Items related to violence, weapons, or drug/alcohol use, including:
 - DVDs or video games rated R or Mature
 - Toy or water guns, including Nerf guns
 - Clothing or items featuring alcohol, drug, or violent themes

Can SAFE pick up my donation?

Due to staff capacity, we generally cannot pick up donations. If you have a large donation and would like to see if an exception is possible, please email inkind@safeaustin.org.

Who should I contact if I'd like to organize a drive?

Please email inkind@safeaustin.org. We can guide you on current high-need items and approved kits, provide logos, and answer questions about organizing your drive.

Can I give my donation directly to a client?

To maintain confidentiality, direct donations are not allowed. You can, however, explore volunteer opportunities at SAFE to engage more directly: <https://www.safeaustin.org/get-involved/volunteer/>

Does my donation go directly to and support SAFE clients?

Yes! All new and like-new in-kind donations that meet current needs are placed on the shelves at the SAFE Warehouse and distributed through advocates directly to the survivors we serve. There is no charge for survivors to receive these items.

Can I make a monetary donation instead of items?

Yes! Monetary donations are always welcome and allow SAFE to purchase exactly what survivors need. Donate online here: [Give to SAFE](#)

What happens to leftover or unneeded donations?

When donations exceed immediate needs, we partner with Goodwill to pick up overflow items. In exchange, Goodwill provides gift cards that advocates can request for families when items cannot be found in the warehouse. This approach minimizes landfill dumping while still ensuring survivors benefit.