

# NATIONAL FLOOD IMPACT REPORT MARCH 2023 >TWELVE MONTHS ON





The right goods, to the right people, at the right time. Through all stages of disaster recovery



# FROM OUR FOUNDER

The Northern Rivers floods, in February 2022, were Australia's biggest natural disaster since Cyclone Tracy in 1974. It was the second-costliest event in the world for insurers in 2022, and the most expensive disaster in Australian history. As a result of unaffordable premiums in the region, unfortunately many residents had no insurance at all.

I am incredibly proud of the work the Good360 team have done over the past twelve months, working to provide so much material aid for the residents of the Northern Rivers and other flood affected communities across Australia. Whilst we all wish the devastation had not occurred, I am glad to have created a passionate team who could come together to make a real difference, but sadly I know there is more to be done.

A survey conducted by Southern Cross University in late 2022, revealed that almost 52% of flood victims were still living in the shells of homes that had flooded.

Having visited Lismore a month after the initial flood event, and met with Good360 members as well as affected residents, I feel personally responsible for supporting flood affected individuals and families. As always,

Good360 is committed to standing with the community until it is fully recovered.

It was not only the Northern Rivers who experienced "The Big Wet of 2022", and thanks to the generous funders and partners acknowledged later in this report, over \$11 million (RRP) of goods have been distributed to flood affected communities all across Australia.

The media spotlight may have dimmed but our commitment to the recovery process has not. Twelve months on from the Northern NSW flooding, the mud has mostly gone, and the smell too. Businesses have reopened and there is a semblance of normality but what may never be the same are the people. Know that we stand with you and we will not forget you, committing to continue supporting until all households have resettled and you feel safe and comfortable at home once again.

**Alison Covington AM**  
Founder & Managing Director



# 2022, THE BIG WET

**After Australia had been hit with disasters, including bushfires, the COVID-19 pandemic, drought, and mice plagues, a third straight year of La Niña weather events brought heavy rainfall and flooding throughout 2022, to almost every corner of Australia, and without reprieve.**

**In our last Flood Report released in May 2022, we reviewed in detail the devastating effects of the Northern Rivers floods and our response to the crisis in the initial three months post the floods. We spoke about the stress another major disaster had put on individuals, communities, and infrastructure after several years of catastrophic weather events and COVID-19. Little did we know, mother nature was just getting started. 2022 will be remembered as the year of the Great Deluge, when record-breaking rain and floods lashed large parts of Eastern Australia, causing untold devastation for Australians and our economy.<sup>1</sup>**

Nationally 2022 was the ninth-wettest year since records began in 1900<sup>2</sup>, but this statistic doesn't paint the whole picture. By the end of March, Sydney's Observatory Hill weather station had recorded 1,076.2mm of rain, more than the annual average for places like Edinburgh, Scotland (784.29mm) and Bude, Cornwall (905.71mm) in the eternally saturated UK. July, when western NSW saw its second major flood event for the year, saw rainfall along the East Coast between four and eight times the monthly average. And, in October both Victoria and New South Wales saw their wettest October on record.<sup>3</sup>

With rain and flooding events, ranging from moderate to catastrophic, occurring almost every month in 2022 and into early 2023 many questions have been asked as to why? According to the Bureau of Meteorology, there were several climate drivers occurring simultaneously that are the likely cause. These included La Niña; a negative Indian Ocean Dipole; a positive phase of Southern Annular Mode and The Madden Julian Oscillation.

Most of these climate drivers either create or are caused by warmer than average sea surface temperature as warmer waters around Australia result in greater evaporation, which in turn leads to greater humidity and rainfall. This is unfortunately where climate change comes into the story. The CSIRO reports that the average sea surface temperature in the region around Australia has warmed by 1.05°C since 1900. According to the Bureau of Meteorology, the waters in the northern tropics and in the Coral Sea set new October records, and the Coral Sea also saw its warmest spring on record in 2022.<sup>4</sup>

<sup>1</sup> [The Climate Council](#)

<sup>2</sup> [Bureau of Meteorology](#)

<sup>3</sup> & <sup>4</sup> [Royal Meteorological Society](#)

While we have seen increasing extreme weather events in recent years fuelled by climate change, even with significant action to reduce global emissions, the United Nations reiterates that we “must adapt to climate consequences so we can protect ourselves and our communities. The fallout varies depending on where you live. It might mean fires or floods, droughts, hotter or colder days or sea-level rise.”<sup>4</sup>

Good360 takes a strategic approach to disaster recovery, partnering with hundreds of businesses and thousands of charity and school members to build greater resiliency in communities. It often takes years for communities to recover from a major natural disaster, and support is needed throughout recovery. This is also an excellent reason to continually give to your favourite non-profits, not just when disaster strikes. Your long-term support builds up communities so that they're more resilient when a catastrophe does occur and allows charities like Good360 to be prepared and ready to deploy the right goods to the right people, at the right time, if, when and where disaster hits.

While critical needs such as housing and employment remain in the prolonged aftermath of a disaster, the public's interest often doesn't. After the initial shock recedes, after the TV crews have left, after the donations have been given out (or thrown away because they couldn't be used), the recovery stage gets far less attention — even among emergency management professionals.<sup>5</sup> A survey recently released by Southern Cross University revealed that by the end of 2022, some nine months after the Northern Rivers floods, almost 52% of flood victims were living in the shells of homes that had flooded; 26% were living in temporary accommodation such as caravans, sheds or pods, or with friends or family; 18% were living in insecure accommodation such as tents or temporary rentals; and 4% were no longer living in the region.<sup>6</sup>

While the physical living conditions of the majority of respondents were extremely concerning, it was the mental health impacts that painted an even more alarming picture, with 60% of people surveyed indicating “they were not coping.” Kerry Pritchard, coordinator of recovery Hub 2484 in Murwillumbah told The Guardian “people who have

<sup>5</sup> [United Nations - Climate Action](#)

<sup>6</sup> [Good360 USA](#)

<sup>7</sup> [Southern Cross University](#)

always worked hard and supported themselves find themselves having to ask for help, there are a lot of feelings of shame and impotency around that.”<sup>7</sup>

One community recipient of goods in the Lismore area said “It (the disaster) doesn't go away just because the water is gone. The outpouring from the community has been the one big saviour to this whole location, the fact that people have been giving so generously... We are able to live, we are not going to freeze during winter.”

Escalating weather events weren't confined to Australia either; Pakistan suffered their worst floods in history affecting over 30 million; heatwaves in England saw unprecedented bush and grass fires and the US state Colorado experienced a drought-induced bushfire that destroyed 1,000 homes followed by snowfall the very next day.<sup>8</sup>

Back on home soil, and looking at the past twelve months of unprecedented flooding and countless one-in-one-hundred-year events it's easy to feel defeated and like the weather has won. We know destructive natural disasters will continue and are unavoidable into the future, so we must continue to learn, adapt, and prepare; the best defence is a good offense.

Good360 Australia has been collaborating with businesses, government agencies, members, and communities to learn what support and material aid is needed most during each stage of recovery so communities are able to quickly respond to the needs, as they happen over the long term.

Our sister charity Good360 USA has over 40 years of experience as one of the world's leading disaster response and recovery agencies. We are also able to tap into their extensive learnings to design our own disaster response and recovery programs which means we bring global best-practice to our delivery.

One thing to remember is, don't stop giving just because the disaster has moved off the front pages. Your ongoing support is extremely valuable in helping to strengthen and build community resiliency so that when disaster does strike, we are prepared and ready to deploy the right goods, to the right people, at the right time.

<sup>8</sup> [The Guardian](#)

<sup>9</sup> [The Climate Council](#)

# 2022 Flood Event Timeline



Brisbane – Cyclists assessing road conditions after heavy rainfall in Brisbane City

## February

The Eastern Australia floods were one of the nation's worst recorded flood disasters with a series of floods that occurred from February to April in Queensland and parts of New South Wales.



Windsor – The new bridge over the Hawkesbury river at Windsor completely submerged

## June

Severe weather, heavy rainfall and flooding that started on 27 June affecting many towns in South West Sydney and Western NSW. Floodwaters in Windsor reaching their highest point since 1978.



Victoria – Aerial view of flooding in the township of Bulleen

## October

The 2022 South Eastern Australia floods are a series of floods that have occurred in south-starting October 2022, affecting Victoria, Tasmania and parts of Southern NSW.



Lismore – Woman sits outside her business in shock in the Northern Rivers City of Lismore.

## March

During the disaster twenty-two people are known to have died and throughout South East Queensland and the Wide Bay–Burnett, almost one thousand schools were closed.



West Sydney – Aerial drone view of major flooding along Georges River at East Hills

## July

After prolonged rainfall and the wettest start to the year on record, the Hawkesbury River peaked at 14 metres. Warragamba dam also had a major spillage and some regions, experienced their worst flooding disasters in forty years.



Eugowra – The devastation left once the waters receded (image ABC News)

## November

By November, flooding along the Lachlan River forced the evacuation of Forbes. Over 220 people were rescued by the SES in a 24 hour period and up to 80% of homes in the town of Eugowra were flood damaged.



Northern Rivers – The ADF distributing goods donated via Good360 (Image Mudyala Aboriginal Corporation)

## April

Rain falling onto already full catchments saw a renewed period of flooding, with evacuation orders across Greater Sydney on the 7th.



Tasmania – Flooded street in Huonville (image ABC news)

## August

Heavy rainfall caused flash flooding throughout the Huon Valley region of Tasmania. The SES responded to at least 65 requests for assistance over the course of one weekend.



South Australia – River shacks in Morgan (image ABC News)

## December

Water from the south-eastern floods moved down the Murray River causing flooding in SA. By late December about 1,800 properties had been flooded, and about one levee per day was being breached by the rising waters.



Lismore – The Big Umbrella distributing donated furniture to the home of a flood victim (Image The Big Umbrella)

## May

As the flood waters from the Eastern floods receded and the clean-up began, parts of Queensland experienced higher than average rainfall and flooding through the middle of May.



Flood water over the road in Forbes NSW (image FloodList)

## September

Heavy rain continued through September inundating regions in the far and mid north coast of NSW as well as central west, resulting in the passing of a young boy near Parkes.

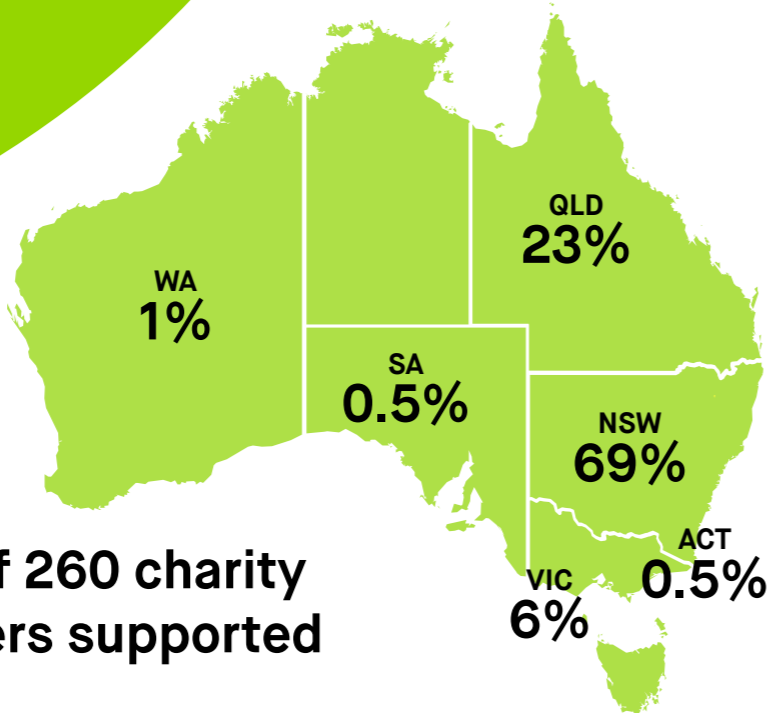


Kimberley – Kangaroos and cattle stuck in flood waters (image SMH Instagram)

## January

An estimated 100 homes across the Kimberley were feared uninhabitable in the wake of ex-tropical cyclone Ellie which caused widespread flooding in the region.

# Snapshot Flood Impact



NUMBER OF ITEMS PER CATEGORY DONATED FOR FLOOD RELIEF		
	Toiletries	245,247
	Clothing	235,958
	Office/School Supplies	218,272
	PPE and Cleaning Supplies	124,608
	Homewares and Furniture	77,784
	Toys	47,829
	Infant Supplies	29,120
	Other	3,519
GRAND TOTAL		982,337

Flood donations February 2022 - February 2023



\$11,377,020

RRP of goods delivered to flood affected regions



982,337

Items delivered to charities and schools



113,770

lives impacted



273,000

kilograms of goods





The Big Umbrella Incorporated - Lismore



Ipswich Assist



The Big Umbrella Incorporated - Lismore



Mudyala Aboriginal Corporation





## BIG W & HARVEY NORMAN MAKE GOOD HAPPEN

**BIG W and Harvey Norman are two of Good360's longest running partners and both businesses showed the strength of their commitment to helping Australians in need in 2022.**

### BIG W

BIG W has been an avid supporter of Good360 for many years, and 2022 was no exception. As well as our regular product donation programs BIG W stepped up not once, but twice to provide customer round-up donation opportunities in support of Good360's flood relief efforts.

When floods began in New South Wales and Queensland in March, BIG W showed up and began a round-up campaign Australia-wide to raise funds and aid us in connecting goods to flood-affected communities. In October when floods returned and hit Victoria and Tasmania, BIG W held another round-up campaign. In total, this resulted in over \$180,000 donated by BIG W customers.

### Harvey Norman

Long-term partners of Good360, Harvey Norman and Domayne have made multiple purposeful donations over the past twelve months, as the floods kept coming month after month. These incredible generous donation have been connected to recipients in flood-impact communities. Product donations totaling over \$950,000 include items such as furniture, white goods and linen which have helped to dramatically reduce the burden on families rebuilding post floods. As well as this Harvey Norman also made an incredibly generous cash donation of \$100,000 to support Good360's resilient response to the various national flood crisis.

Large items such as furniture often symbolise something much bigger than just the item itself. The Big Umbrella who helped distribute Harvey Norman donations around the Northern Rivers region told Good360 "What I saw as a donation of furniture the owners of the house cried because it was a symbol of the rebuild."

“ The recent flooding in our region severely impacted our little villages. **Many families and individuals lost everything** they owned and were staying at various evacuation centres around the northern rivers.

Our villages didn't have access to a lot of emergency clothing and material aid. With so many people needing warm clothing, shoes and furniture to replace the basics, Good360 was amazing and came to the rescue with large donations of clothing and shoes for the community in need.

We also received 20 mattresses and a large delivery of household furniture for families that were able to start the daunting process of rebuilding after two floods in a month.

To get these much needed resources out to the community's, we held family events and pop-up clothes stalls for everyone to come and take what they needed, whilst sharing a BBQ and enjoying the sunshine with other displaced families and individuals.

**We were able to support 40 families with our mattresses and furniture items donated for the flood recovery process and 1,000 people with the amazing donation of clothing, shoes and bags for the recovery process through our free community events valued at \$120,000.**

**Thank you Good360, BIG W & Harvey Norman** from all people who were able to come and access the wonderful donations received.

The flood has bought our villages and surrounding community closer together through helping and supporting each other during times of crisis.”

**- Kyogle Together Inc.**



# TEMPUR STEP UP SO FLOOD VICTIMS CAN LIE DOWN

Many of the flooding events that occurred during 2022 hit with furore and little warning, leaving residents little time to gather even the most basic of items from their homes. As a result, many were left with little more than the clothes on their backs. When you think about the basic human needs for survival; oxygen, water, food, shelter and sleep, the final need (sleep) is often forgotten. For Australians experiencing a disaster, having a safe and comfortable place to sleep is a luxury they aren't often afforded. Which is why we are so proud of our ongoing partnership with TEMPUR.

Our relationship with TEMPUR is now more than two years old, and in that time TEMPUR has generously made regular quarterly donations to Good360 totalling nearly \$600,000(RRP), including flood-specific donations of almost \$80,000 over the last twelve months. With these donations, our members have been able to support their communities both with crisis accommodation and brand-new high-quality mattresses for their homes as they begin to rebuild.

The back-to-back disasters of the last two years, including drought, flood, bushfires, and the devastating effects of COVID-19 have seen huge demand for Good360's services, and make ongoing partnerships that deliver high value, high-demand items, like TEMPUR mattresses, all the more important.

Good360 Founder & Managing Director Alison Covington AM said: "Having the continued support of such a prestigious and recognized brand like TEMPUR allows Good360 to offer brand-new mattresses to Australians at a time when they need them most. We are grateful for this partnership which is providing equality and dignity to so many people impacted by the flood disasters across our country over the past twelve months".

When asked about the relationship Jason Nicholas, MD of TEMPUR ANZ stated, "We are thrilled to partner with Good360 as we want to help Australians in need and ensure everyone gets the good night's sleep they deserve. There was a clear need with all the people affected by the floods, and we were more than happy to be able to play a small part and assist these people in their time of need."

## BRINGING THE GOOD TO MULLUMBIMBY

At Good360, our goal is always to be the connector. Connecting businesses who have excess goods to give to our members, and between other charities and organisations wanting to do good in the community. We recognise that through partnership and collaboration, we can all achieve the most good in Australian communities, together.

Six months after the first of the harrowing Northern Rivers floods, and initial relief efforts, Good360 and not-for-profit Human Appeal Australia collaborated with a network of other charities and community members to identify the most pressing needs and locations for support. Community members were asked what items they needed the most and Good360 sourced these items and arranged delivery to locals during a community day in Mullumbimby.

Mullumbimby District Neighbourhood Centre (MDNC) served as the unofficial hub for flood relief efforts, ensuring all donations were distributed with care and respect for the recipients, while the community day successfully brought the community together.

To show their support for affected communities, Human Appeal purchased \$40,000 worth of white goods and other essentials, from their fundraising, to distribute to families during the community day. This donation of goods was supplemented with an extra \$5,000 donated to Resilient Lismore.

Good360's NSW Partnership Manager, Helen and Head of Sustainability Hayley travelled to Mullumbimby for the event on July 29, 2022. Hayley said, "It was heartening to witness the love, generosity, community spirit and care from MDNC who hosted the event and provide ongoing support and relief to people in the region impacted by the devastating floods."

The event was a great success, with hundreds of goods distributed to help local families. Rachel Lane from MDNC stated, "having the support of bigger charities, charity partners and businesses outside of our region has really positively impacted the amount of support we have been able to provide." This event highlights the importance of collaborations with our members to help them maximise impact within their local communities.



# A WINNING DONATION FOR FLOOD REGIONS



At Good360 we believe the best relationships are formed, and outcomes achieved, when we have a shared purpose to help both people and the planet, with our donor partners. This could not be truer than with our partner, Winning Group. In October 2021, Winning Group made its first donation to Good360 with goods to the value of over \$20,000, which was donated to a school in Western Australia.

In late February 2022, when Australia was hit by some of the worst flooding ever seen, Good360 immediately sprang into action, reaching out to many of our past and existing partners to help support residents in affected areas. At this time Winning Group stepped up to the plate without hesitation and donated \$10,000 in immediate financial assistance, which enabled Good360 to deliver \$200,000 worth of essential products into flood-impacted zones.

During the course of 2022, Winning Group business Andoo, the home of feel-good living, donated \$500,000 worth of products including appliances, mattresses and furniture to communities affected by flooding.

Understanding that disaster relief is a marathon, not a sprint, Andoo worked with the Good360 team to split the donation into smaller allotments throughout 2022, to ensure that when it was delivered to flood-impacted regions charity and school members had the facilities to store it, and the end recipients were able to safely accept it. This ended up being a sound decision as flooding hit Sydney's west in June and July for a second time. By splitting the donation, we were able to reallocate some of the goods to this region and hold them until towns and homes were ready to accept them.

Andoo has a mission to create the most caring experiences in the world and through this ongoing relationship with Good360, we have been able to help facilitate this by identifying local charities and communities in New South Wales and Queensland in need of the products Andoo and the Winning Group had available.

Together we have turned good intentions from a purpose-driven business into measurable actions, by matching Andoo products with charities and communities, delivering feel-good experiences to the Australians that need it most, at a time when

they need it, enabling them to start to rebuild their lives.

The partnership between the Winning Group and Good360 aligns with the retailers 10-year transformation journey and their Group mission to "create the best experiences in the world, for the world - for our customers, our people, our communities and the planet."

The Winning Group want to use their business and ecosystem as a force for good and continue to assist communities and charities that need it most through Good360.



## BOAT PARTY HELPS FLOOD VICTIMS IN EUGOWRA

Through the kindness of others we can achieve a massive impact.

Joe Masuzzo is a generous donor who held a Christmas boat party to raise funds for the flood-affected town of Eugowra last year, raising a total of \$6,800. With our 20x multiplier, where every \$1 donated equals \$20 of brand

new goods, this means Good360 can connect an amazing \$136,000 of brand-new goods to help people in the Eugowra area.

In February we welcomed Joe to our ReDistribution Centre, where he met with Pam Hudson from Rotary Club of West Pennant Hills and Cherrybrook. Pam and her team have been working tirelessly in Eugowra, assisting local residents recovering from the floods and showed Joe and the Good360 team their touching stories.

We thank Joe for his generosity and support. Although the floods may have passed, families are still recovering from the wreckage. Good360 pledges to support residents affected by the floods now and into the future with rebuilding their lives and homes.





“ In February Lismore was hit with a flood that wiped out our town. While we all scramble to rebuild our lives Good360 and Sherman mattresses have been working together to help residents get a good night’s sleep.

The residents that received these mattresses were overwhelmed with gratitude. The Big Umbrella may have delivered the mattresses but all credit goes to Good360 and Sherman for your generosity. Thank you so much.”

- The Big Umbrella

# NEW SOUTH WALES

## MEMBER IMPACT STORIES



**\$8,997,092**

Worth of  
goods delivered



**716,540**

Items  
connected



**181**

NSW Charities &  
Schools supported

### Support for Flood Victims.

Villawood vulnerable families were badly affected by recent flood. Thanks to Good360 and partnering organisations for all the generous donations which helped families to save money so they could fix what is left of their house.

The community were very relieved to receive everyday products. Thank you to Colgate and Good360 for helping us help the people of Villawood.

**Villawood East Public School**



### 2022 Northern Rivers Flood Support.

Over the last twelve months Mudyala Aboriginal Corporation have worked tirelessly with communities and families from Northern NSW, including partnering with some of Northern NSW most resilient organisations such as Koori Mail.

We have been able to provide direct support into the Aboriginal and non-Aboriginal communities of Grafton, Ulmarra, Harwood Island, Cabbage Tree Island, Ballina, Coraki, Casino and Lismore.

The support provided included amazing donations such as:

**BIG W vouchers** - enabling independence and direct needs filled

**Red Rooster vouchers** - Providing much needed meals while people has financial hardship and no kitchens

**Sealy Australia mattresses** - allowing impacted community members to collect mattresses and provide a place to sleep.

**AMP used electrical items** - providing those able to rebuild, the opportunity to get much needed appliances freely.

**Harvey Norman furniture** - allowing

impacted residents who are able to rebuild, a reduced financial burden by supplying free furniture items such as dining suites, lounges, cupboards and linen.

We found all donations extremely helpful and if opportunity presents, would love more meal vouchers, such as Red Rooster, as the media has stopped reporting, but the community is still struggling, and a night off worrying about the next meal was a massive help.

Thanks so much for all your amazing support, Good360 and all the generous donors; BIG W, Harvey Norman, Sealy, Red Rooster and AMP.

A huge thank you as well to all the volunteers who spent many days sorting and coordinating donations into community!!

**Mudyala Aboriginal Corporation**



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### Helping the Floods.

**Personal care is one of the new “luxuries” for people affected by floods – skin care has been pushed to the side as more pressing needs are realised.**

And not only personal care but those basics we rely on for our kids education – pencils and pens. Teaming up with Mend and Make Do we have been able to send out cleaning packs, personal care packs and education packs, as well as supplying individual needs like clothing.

Thanks so much to Good360 and all generous donors BIC and DoTerra for your support.

**Global Care Australia – Grafton**

### Support for flood impacted families.

**For many families, the impact of floods, COVID and the havoc created on housing stress has placed many in our community under financial pressure, even people who have never needed or asked for help in the past.**

Choosing between paying for housing and other necessities like shoes or clothing has become a standard issue for people who engage with us at Coffs Harbour Neighbourhood Centre.

Many families were unable to provide a gift to celebrate the positive men in their

lives for Father’s Day, due to so many other pressures taking precedence.

The amazing clothing and shoe donations from BIG W and Good360 enabled families in need to choose a gift that was both practical in meeting their family’s needs and enabled them to provide a gift for their dad or loved one.

Thank you for your generous support  
Good360 and BIG W

**Volunteering Coffs Harbour Inc**

### Flood Support appreciated.

**On the 10th of August, 2 pallets of assorted goods were packaged and forwarded to the Kingscliff area to be distributed by the Chinderah Hub.**

The goods included footwear, clothing, toasters, electric kettles and assorted children’s gifts.

This project is generously supported by Good360, BIG W, Best&Less, and Variety.

Wyee Community Hub Inc co-ordinated the plan and Cooranbong Community Services Centre paid for the freight. Our expectation is that over 500 people will benefit for this consignment.

Thank you to Good360 and all its donors.

**Wyee Community Hub Incorporated**



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## Helping families affected by the recent floods.

Like many areas, Camden and Macarthur have been affected by floods. Many families have experienced the devastation not only once but up to four times in recent months.

In the immediate aftermath many families had to relocate to a safe place, including emergency accommodation as waters damaged homes and properties. At this time emergency and support packs were distributed to assist the community.

During this time with the support of Good360 and its partners, the Lomandra Community project was able to support families in our regions with essential supplies, toiletries & furniture.

We have since been fortunate enough to receive donations from Harvey Norman, delivering white goods, electrical & home essentials for those experiencing vulnerability.

Thank you Good360 and Harvey Norman for your generosity through these hard times!

**Lomandra School**



## Harvey Norman and Good360 the real hero's

**As a resident of Lismore that has been affected by the flood, I have had the privilege to distribute furniture to 3 households who lost everything.**

The Big Umbrella may be the face of the deliveries but the real heroes are Harvey Norman and Good360. As you can see from the photos we delivered furniture to houses that have no walls but they will rebuild. We walked into houses with lounges and tables and placed them in what looked like no hope but the people of Lismore have hope. What I saw as a donation of furniture the owners of the house cried because it was a symbol of rebuild.

I cannot thank Harvey Norman and Good360 enough for giving this symbol to our community.

**The Big Umbrella Incorporated - Lismore**

# QUEENSLAND

## MEMBER IMPACT STORIES



**\$1,895,541**

Worth of  
goods delivered



**138,469**

Items  
connected



**59**

QLD Charities &  
Schools supported

### Community Open Day after the floods.

The Nambour Community Centre held a massive giving day for all of the community to attend and collect items they need following the floods that affected the local area.

Many community members are sleeping rough and had all of their belongings destroyed during this time. Being able to support the community in this way was amazing!

Thanks Good360 and BIG W for the generous donations.

**Nambour Community Centre Inc**



### Flood recovery in Ipswich.

In February 2022 and again in May, Ipswich and the Lockyer Valley were severely impacted by rain and flooding. We were one of the main front-line charities supporting those who were directly displaced due to flooding and seeking refuge at the local evacuation centre in Ipswich.

Once people were able to return to their homes to begin the clean up process, we had a team of volunteers ready to help, and once homes were habitable again, we were able to provide families with essentials and pick me ups to help them get settled and begin putting their lives together again.

We received an amazing amount of clothing, cleaning and material goods from Good360, which we were able to distribute to families who had been flood impacted and with the support of the public and generous donors Workwear, BIG W, The Body Shop, Colgate, Edgewell and Clarins, we were also able to provide bedding, linens, sleeping bags and other house essentials.

**Ipswich Assist**



# QUEENSLAND

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### Families displaced and in need of support months after floods.

It seems impossible to believe that people are still displaced and feeling the impacts of the floods from the first half of 2022. But unfortunately, this is the reality. And at Infinity Community Solutions we have witnessed first-hand the devastating effect that continues to plague Queensland families as a result of the recent floods.

With Good360 and its donors, we have been able to have a positive impact on the everyday lives of families. Through the provisions of hygiene products, clothes, small appliances and even toys for the children we have been able to make a difference.

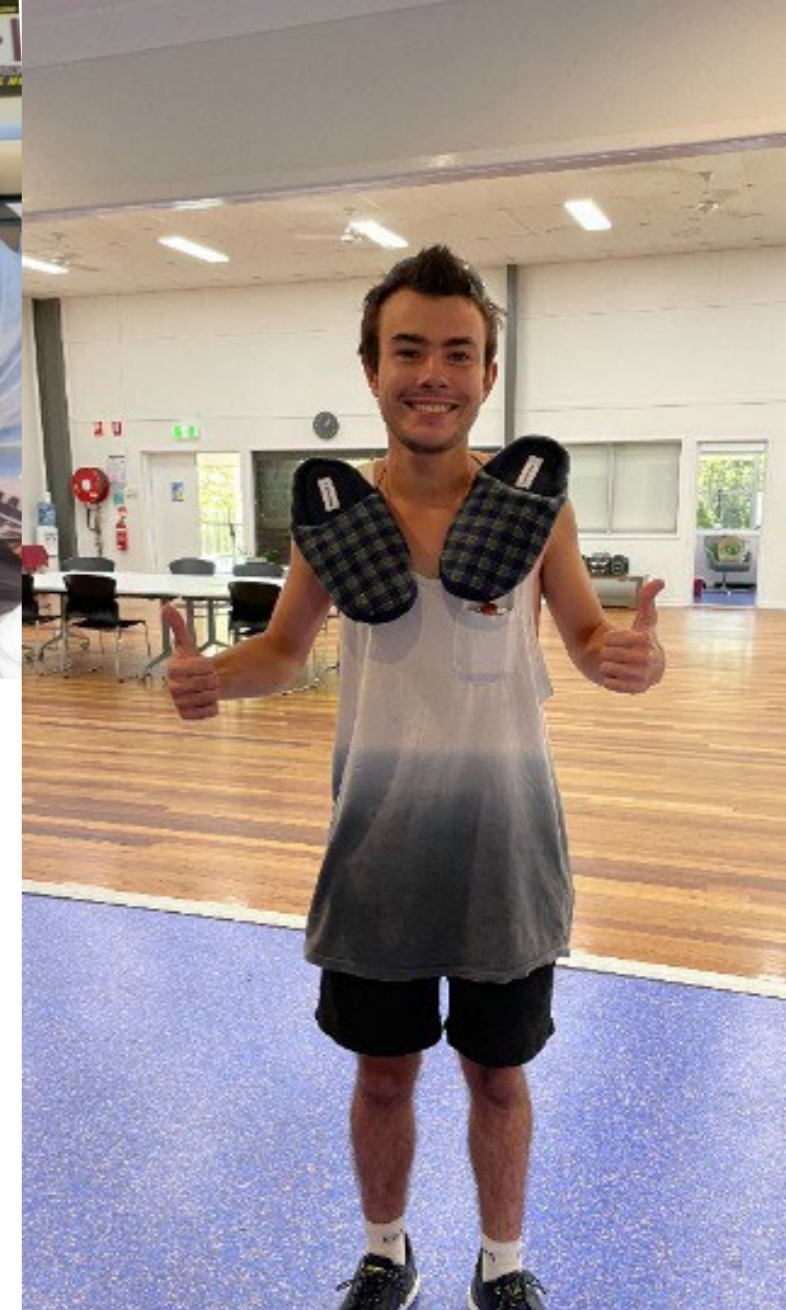
Being able to provide the small basic items for families promotes well-being and provides feelings of security, boosts self-esteem and supports steps towards a positive outcome. We know life has changed for everyone over the last couple of years but the impact of the floods for some families



has made life just that little more difficult. We hope by providing the little items we can make a huge difference in someone's ability to give them self-determination to keep going in spite of those difficulties.

We are grateful for an organisation like Good360 that can support us in coordinating our goal of self-determination for families.

**Infinity Community Solutions Ltd**



### Big smiles after devastation of floods.

**Goodna and surrounding suburbs were hit very hard with many residents losing everything, it was so good to get right into the heart of the area's worst-hit and help just a little.**

Thanks to BIG W for putting such a big smile on this young man's face, after such complete devastation caused by flooding he was so grateful for some new shoes and slippers as were the many other community members that were assisted.

We also received several Oztrail stretcher beds to assist our flood victims and homeless clients. These beds are great for our clients who lost their beds due to water damage. Some people were not flooded, but suffered water damage to their possessions due to the previous storms and winds causing damage to their roof and then the days and days of rain we had leaking through. One of our clients as per the picture (top left) was very grateful to receive this temporary bed. Thank you so much.

**Queensland Youth and Families Support Services Incorporated**

# VICTORIA

## MEMBER IMPACT STORIES



**\$423,415**

Worth of  
goods delivered



**104,864**

Items  
connected



**16**

VIC Charities &  
Schools supported

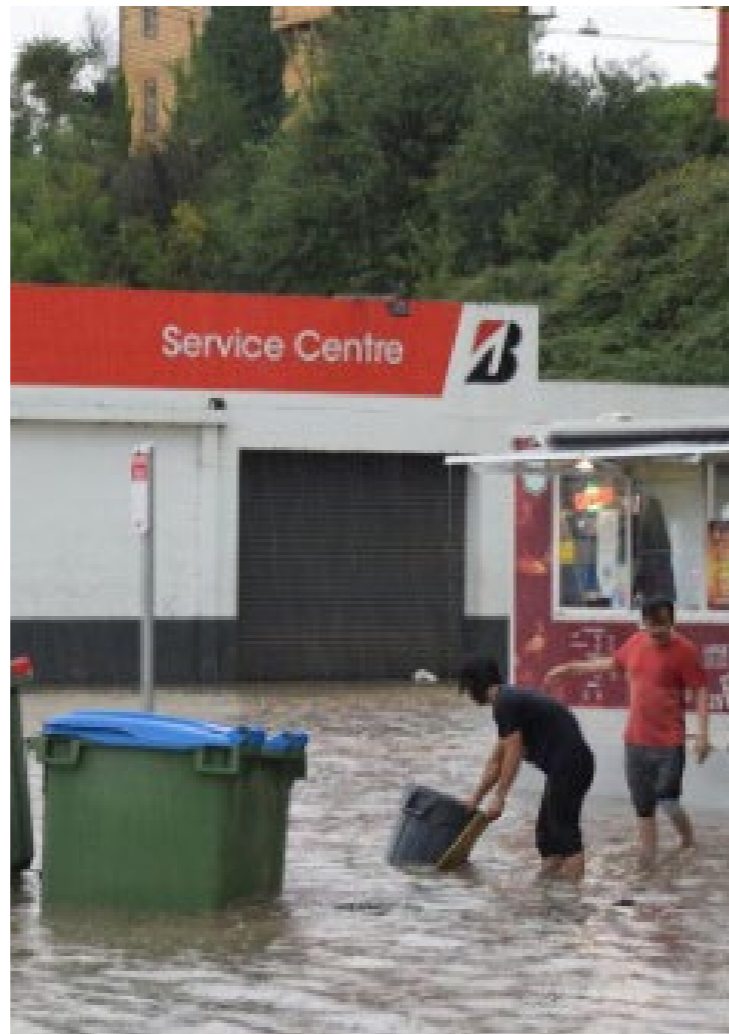
## Families find relief and discover hope.

The LEGO that we thankfully received from Good360 were given as gifts to children in need through our registered charity, God's Christmas Gifts (GCG). Families register with us, flagging their struggle from the recent floods, which then automatically places them into our Gift Program for their children.

We prepare gift boxes for these families and their children aged 0-16 years. The LEGO boxes we received have been gifted to struggling families to help ease their financial burden for 2022. In turn, this gives them wriggle room to focus on fundamentals like food, bills, clothing, medical, and even back-to-school needs.

God's Christmas Gifts would like to sincerely thank you for your support...through the gifts that you have donated thus far, children and their families are rediscovering a sense of value and worth. On behalf of those families, we would like to share with you their gratitude and thanks for your support. You have helped us to better help the families here in Ballarat.

**Mount Clear Church of Christ**



## Bedding for Flood Survivors.

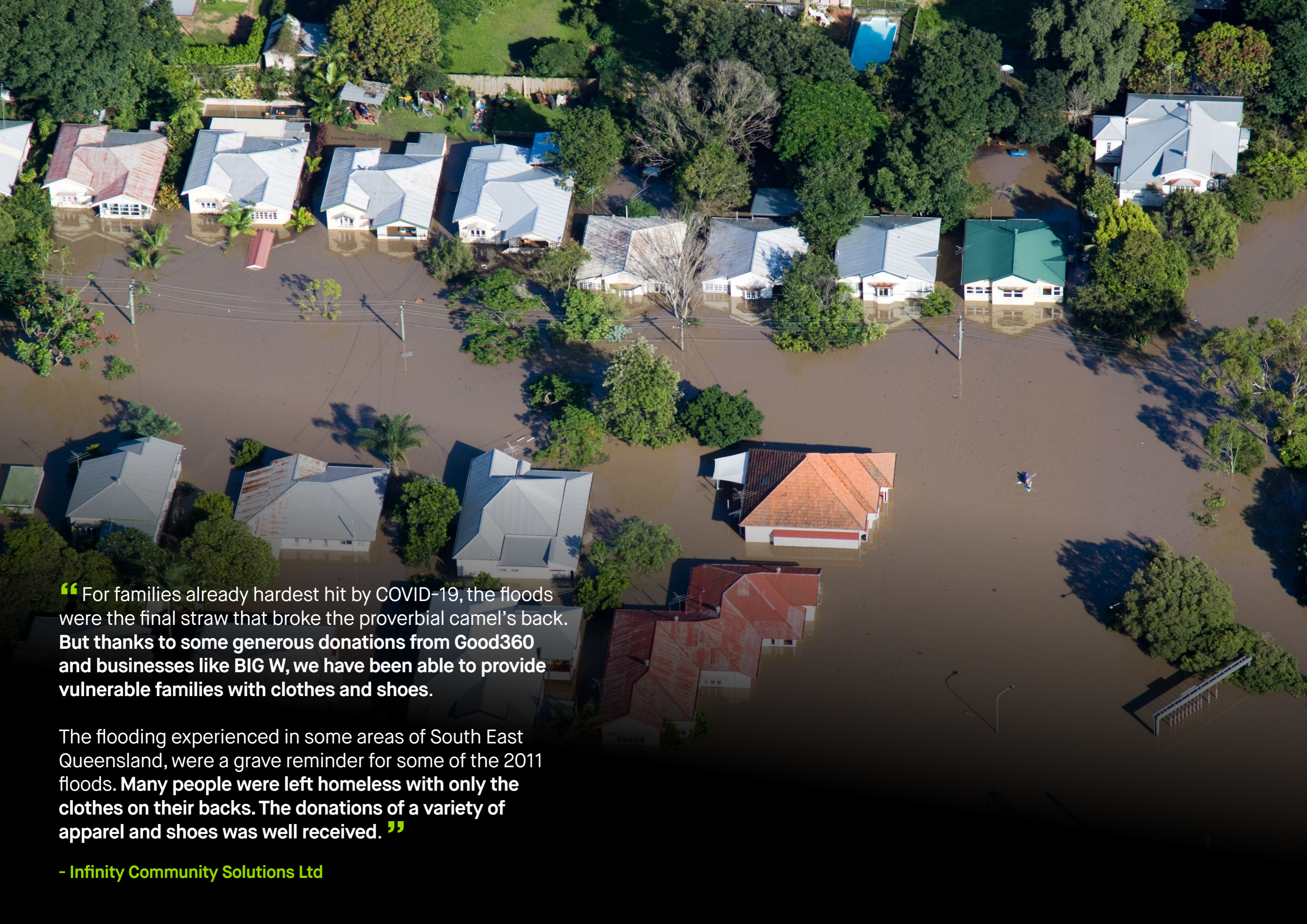
Crossenvale house is continuing to provide bedding to residents in flooded areas of Echuca, Moama, Rochester, Kyabram, Mathoura, Deniliquin. We engaged with families in different areas who were needing bedding, and are providing them with bedding donated to our house. We will continue to provide bedding items, and have set up a bedding hub at a flood area for residents to obtain the bedding at their sports building in Echuca.

We are also distributing footwear to residents, who were, and still are today cleaning up their flooded houses and property. We are engaging with residents who come into contact with our house to provide footwear for them. We also had homeless residents needing shoes and were able to provide some to services who had clients in need.

Thanks so much Good360, Sleepcraft and The Sneaker Laundry.

**Crossenvale Community House**

Image Greater Shepparton City Council



“ For families already hardest hit by COVID-19, the floods were the final straw that broke the proverbial camel’s back. **But thanks to some generous donations from Good360 and businesses like BIG W, we have been able to provide vulnerable families with clothes and shoes.**

The flooding experienced in some areas of South East Queensland, were a grave reminder for some of the 2011 floods. **Many people were left homeless with only the clothes on their backs. The donations of a variety of apparel and shoes was well received. ”**

**- Infinity Community Solutions Ltd**

# PARTNERSHIPS

Without our wonderful donating businesses, Good360 would be unable to create the impact we do and provide essential items to flood affected regions across the country. We are proud to partner with some of the biggest and most trusted brands in Australia both for flood relief and every day.

## Storage King

During the month of April, for every tea chest or carry box sold at Storage King, \$1 was donated to Good360 Australia for flood recovery efforts. As a result, Storage King customers raised a total of \$30,958 which resulted in over \$600,000 RRP of product distributed to support long-term rebuilding across NSW and QLD.

Thanks to the Storage King generous partnership, flood affected towns were able to experience much-needed relief after experiencing loss and damage to their homes.



## Colgate-Palmolive

For the second time in as many years the team at Colgate-Palmolive stepped up with a purposeful donation for our disaster relief efforts. After helping us to support communities through COVID in 2021, this new donation directed to the flood crisis consisted of toiletries and personal care items.

Good360 was able to connect these items to charities on the ground who had set up support hubs and crisis relief centres. This allowed people to retain the dignity of being able to utilise brand-new personal care items in the immediate aftermath of the flooding whilst they were still displaced.

## Hills Pet Nutrition

Hills Pet Nutrition donated 20 pallets of pet food (over 1500 bags and pouches) to our flood response in Victoria which was shared amongst some of the most vulnerable members of the Shepparton community.

At a time when people have been displaced and are working hard to get their lives back on track, knowing their cats and dogs are well cared for was very much appreciated.



## Commonwealth Bank

When the Eastern Australia Floods hit in late February CommBank knew they had a role to play in supporting organisations on the ground, assisting with the response. The result was CanGive an initiative launched in response to the floods enabling CommBank customers to donate through the CommBank app. In addition to the \$1.8 million raised through this initiative the Commonwealth Bank also pledged \$1 million in support taking the total funds to \$2.8 million to support customers and communities clean up, rebuild and recover.

Good360 was honoured to be the recipients of \$250,000 of this funding, allowing us to support affected communities with \$5 million worth of essential items, thanks to our 20x multiplier.

Alison Covington AM, Good360 Founder and Managing Director said: “Thanks to the overwhelming generosity of CommBank’s customers and community we’ve been able to facilitate the provision of vital goods and services to our communities in need. An example of this is our recent delivery of Harvey Norman furniture to Agape Outreach in Tweed Heads to help local families replace damaged furniture from the floods.”

# Thank you to our flood donors and funders



CLARINS



3M  
4Pines Brewing Company  
78 Seniors Club Inc  
8 Limbs  
Abacus  
About Nutrition  
ACCO  
AKM Toys  
Alsa Manufacturing Co  
Amadeus  
AMP  
Andoo  
Ashtabula  
Australian Aluminum Council

Australian Health Vitality  
AZ Next Generation Advisory  
Barham High School  
Beam Suntory  
Beiersdorf  
Best&Less  
Bing Lin Tiling  
Bisley Workwear  
Bloom & Grow  
BOD Australia  
Body Shop  
Booktopia  
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Deiji Studios  
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Deus Ex Machina  
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Club  
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Ezitag  
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Friends of WollCon Community Music  
Game On Product Group  
GC Photog Collab  
Gildan Brands  
Give Back Health  
Glamour Plus  
Global Contractor Management  
Good Samaritan Aid Society  
Goodstart Early Learning  
Grin Natural

Hachette  
Halfbrick Studios  
Heat Group  
Heartward Strategic  
Holbrook Public School SRC  
Holy Trinity Op Shop  
Honeycomb Agency  
Hospeco  
Impact For Women Inc  
Indian Foods Group  
Indicia Worldwide  
Intrust Super Fund  
ISSO Hindu Temple  
JAMF  
Jims Mowing Somerville West  
JJT Australia  
Joe Masuzzo  
Johnny Bigg  
Key Sun Laboratories  
Killara High School  
Kimberly Clark  
Kinder Academy Early Learning  
Kinect Solutions  
King & Wood Mallesons  
King Living

Koh  
LaybyLand  
Leading Edge Group  
Lendlease  
Life Without Barriers  
Loving Earth  
Lululemon  
Macquarie Private Bank  
Magic Millions Sales  
Maroondah City Council  
McPherson's  
Metcash  
Mezzfin Pty Ltd  
Molnycke  
Montmorency Secondary College  
Multilit  
Mummys Paying it Forward  
Nans Tarps  
Nappy Collective  
Newell CO  
Nicely Done Creative  
Ophelee  
Optus  
Organise and Store  
Oshiklenz



The Big Umbrella Incorporated - Lismore



Our Pure Planet  
Pendle Hill Public School SRC  
People of Mylestom  
Pierre Fabre  
Pink Hibiscus  
Platform Fitness  
Pleasant State  
Promotions Warehouse  
Propel Group  
QT Sydney  
Qube  
Quest North Sydney  
Quest St Leonards  
RB Sellers  
Reckitt  
Red Rooster  
Roden Family Foundation  
Ronald McDonald House  
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Rose Valley Building Services  
Rotary Club of Holroyd  
RTD Homes  
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Sleepcraft  
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Sonic Healthcare  
St Philps College - Griffiths House  
Star Corp Textiles  
Stockland  
STRAT X ADVISORY  
Sydney Roosters  
Tallbooks  
Tangibility  
The Body Shop  
The Sails Motel  
The Smith Family  
The Sneaker Laundry  
Thermos

Thinkpac  
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Variety  
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Volta Ballarat  
Wei-Wu Wei Business Trust  
White Glo  
WHSmith  
Wishart Car Care  
Woohoo  
Workwear Group  
Tatama Technology  
YorKorneR Interiors

# Get Involved



## GIVE THE GOODS

If you are a business or can introduce Good360 to businesses who have goods to donate get in touch with us today.

[contact@good360.org.au](mailto:contact@good360.org.au)



## GIVE A DONATION

For every \$1 donated to Good360 we will provide \$20 of brand-new goods to an Australian in need

[give.good360.org.au](http://give.good360.org.au)



## GIVE YOUR TIME

We have corporate volunteering opportunities at our Western Sydney ReDistribution Centre. To find out more visit:

[good360.org.au](http://good360.org.au)



## SPREAD THE WORD

Stay on top of the latest Good360 news and help bring more people and businesses into our #CircleOfGood

Like and follow @Good360Au





  
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**BRINGING GOOD TOGETHER**

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