

*Annual Report 2018-19



Good360
GOODS FOR THE GREATER GOOD™

***So where
do all
the good
things
go?**



**Good for business.
Good for charities.
Good for Australians.
Good for the planet.**

Contents

The year in review	1
What we do	3
Cause areas we support	4
Snapshot 2018-2019	5
Key highlights	7
Impact stories	9
Donor profile: LEGO Australia	13
Partnerships with Impact: DHL	15
Member profile: Safe Futures Foundation	17
Member profile: Rosemeadow Public School	19
Christmas campaign	21
Collaboration: Goodman	22
Local Store Donation Program	23
Event: Pick & Pack Day	24
Website launch	25
Volunteering	27
Work for the dole	28
Warehouse	29
Media collage	31
Community impact	33
Financial summary	35
Board of Directors	36
Agents for Good	37

The year in review

This year, the numbers really speak for themselves. **\$42.1 million worth of goods donated by businesses and 1,289 members Australia wide.** This equates to a growth of 85% on the previous year. 4.5 million items connected to Australians most in need, a whopping 195% increase. Our membership of Not for Profits and eligible schools has more than doubled, from 537 to 1,289.

The numbers are truly remarkable, to say the least. But, you can't fully appreciate Good360's impact by numbers on a page.

Our impact is human.

It's the smiles we put on faces, the weight we lift off shoulders, the helping hands we extend to lift people up. It's the generosity in the hearts of the people who choose to join us on our mission – by donating their goods, their time, their capacity and their expertise.

Stronger than any numbers that we could ever point to, is the story of 7-year-old Samuel, from Campbelltown East Public School. Samuel wouldn't eat lunch with his peers because he was worried that he would be teased about the plastic bag his food was in. He had never owned a lunchbox. His teacher said he would sit hunched over, embarrassed and would only eat if he could wait until no one was around.

Campbelltown East Public School received new lunchboxes, drink bottles and food containers from BIG W through Good360's Back to School Campaign. When Samuel received his items,

including a new school bag and lunchbox pack, he kept doing "a little jig of excitement, almost as if he was in disbelief that they were all for him". Now, Samuel confidently sits with his friends at lunch. This is what Good360 is all about.

Good360 is a matchmaker. The good we make happen is only possible through collaboration. This year we have strengthened our partnerships with a number of big brands, including BIG W, LEGO and L'Oréal Australia. We also welcomed 16 new donors over the year including the likes of Best & Less, SC Johnson and Shoes & Sox. These generous business partners are the cornerstone of Good360. Their donations transform the lives of people effected by homelessness, youth at risk, women and children escaping domestic violence, the elderly, refugees and many others across Australia.

This year we completely overhauled our website, launching a new platform with an improved shopping experience. Our website is the epicentre of all our combined efforts, thus critically important to get right. Upon the launch of our new website, we also removed the main obstacle preventing some Not for Profits and schools from accessing our goods – membership fees. Good360 membership is now free, resulting in a huge spike in uptake by our hard working NFP's, charities and schools.

This year our efforts have supported Australians in need from all walks of life. Through droughts and flooding rains, we **delivered \$1.6 million worth of goods to disaster affected communities,**

with the support of Goodman, Rural Aid, DHL and Drought Angels. Our BIG W Local Store Donation Program saw 2.8 million items connected to local communities, spanning 183 stores and 300 Not for Profits. **Our Christmas Campaign delivered \$21.4 million worth of goods to Australians in need over the festive season.** We also held our final Shoes of Prey fundraising event – a great opportunity to raise vital funds, as well as fill our wardrobes with some fabulous shoes!

Good360 is made up of a team of dynamic and passionate individuals. Together, they are a force to be reckoned with. Whilst our organisational impact figures grew by huge percentages this year, our team only grew marginally – with the addition of two new full time staff members. Workloads and responsibilities have continued to increase significantly, but the team has never wavered. We are united behind a common goal and continually punch well above our weight. I cannot begin to describe how grateful I am for each and every member of the Good360 team, as well as our Board. Without them, none of this would be possible.

This year has been a huge success, but it has not been without its challenges. Good360 supports wonderful charities all across Australia, but its sometimes easy to overlook the fact that we too are a charity in need of support. Like all Not for Profits, we have expenses and operating costs. In order to grow, expand and even just continue our great work, we need the support of donations and grants. This year, we were fortunate enough to be

awarded our first Government grant, through the Environmental Protection Agency (EPA). We have also received some generous monetary support from our corporate partners, including Moose Toys and BIG W. Building a case for Government support and community donations is vital to ensure that our future is not only sustainable, but that we have the opportunity to thrive.

We have our sights set on reaching a significant milestone within the next 12 months – \$100 million worth of surplus goods collected, to be connected with need. Seeing this milestone within reach in under 5 years is no mean feat, but it is just the tip of the iceberg. We estimate that around \$1.92 billion worth of surplus goods are going to waste each year in Australia. We have come so far, but there is still a very long way to go. Together, with the support of our corporate partners, our dynamic team and the wonderful Not for Profits and schools we support, we know that it's only a matter of time before this iceberg of a problem becomes nothing but a drop in the ocean.



Alison Covington
Founder and Managing Director



What we do

Our vision

To efficiently match surplus brand new goods from businesses with charities and schools who need them most. We want nothing useful to lie unused.

Our mission

To provide charities of all sizes and causes and eligible schools nationwide with access to vital corporate product donations, enabling them to save money, expand programs and strengthen their impact.

We have applied innovative technological solutions to our unique online donation platform. We provide a seamless process that links warehousing, ordering, shipping and our friendly member support to meet the needs of our partner charities and schools.

By taking the spare products donated by businesses and matching them to people in need, we save donors money in landfill and warehousing costs with the benefit of creating positive social impact. We connect surplus with need.

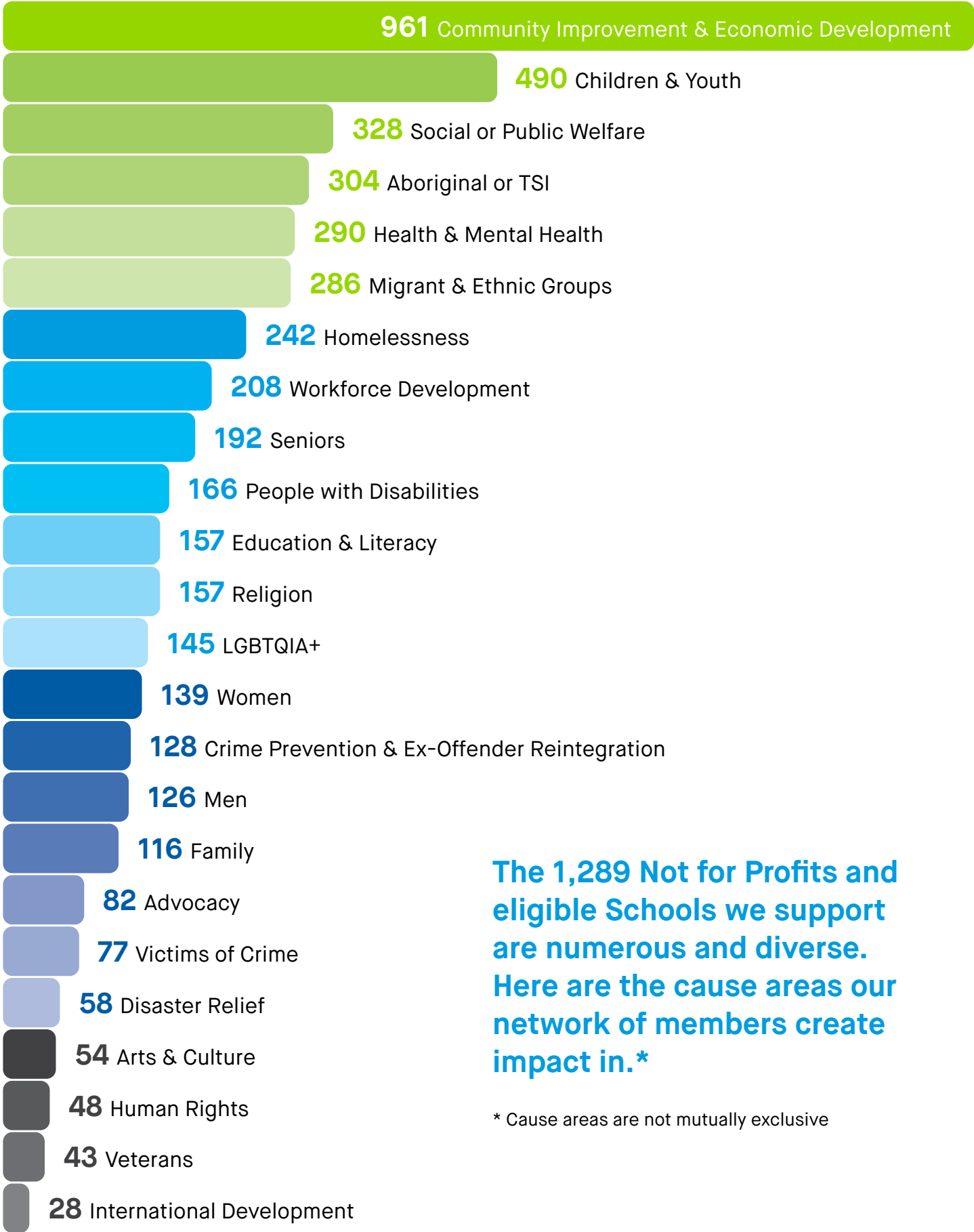
Our purpose

Good360 is a matchmaker. We support big and small Not for Profits (NFPs), eligible schools and grassroots organisations Australia wide, to transform lives and strengthen communities whilst also diverting goods destined for landfill so reducing waste which positively impacts our planet.

Our goals

To connect \$1 billion of goods by 2025 to Australians that need them most.

Cause areas we support



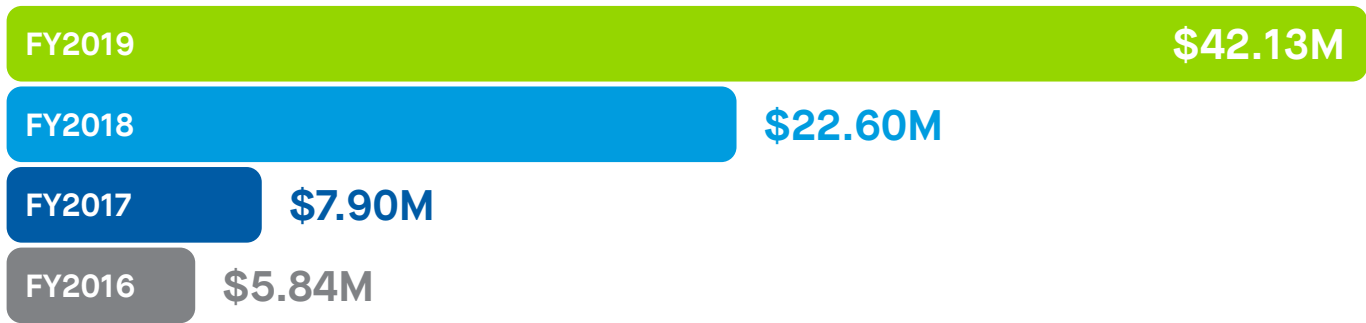
The 1,289 Not for Profits and eligible Schools we support are numerous and diverse. Here are the cause areas our network of members create impact in.*

* Cause areas are not mutually exclusive

Snapshot 2018-2019

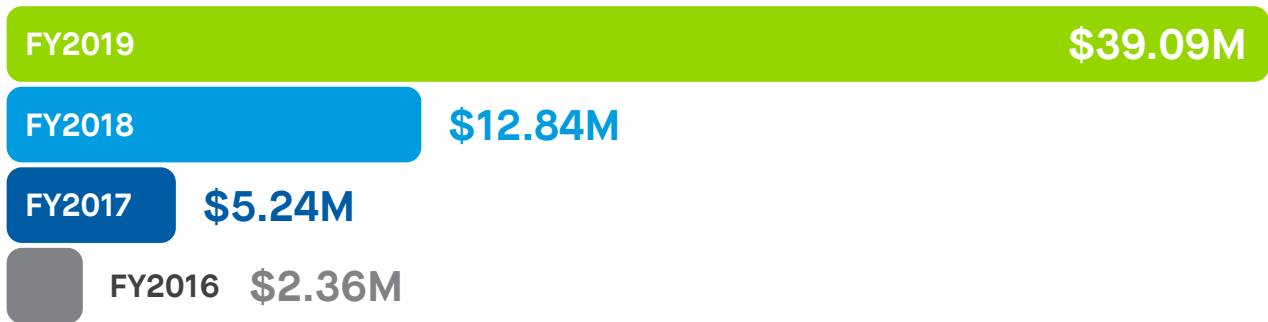
Goods donated by businesses

Cumulative total \$86.87M*



Goods delivered to charities

Cumulative total \$59.50M*



Items delivered

Cumulative total 8,005,090*

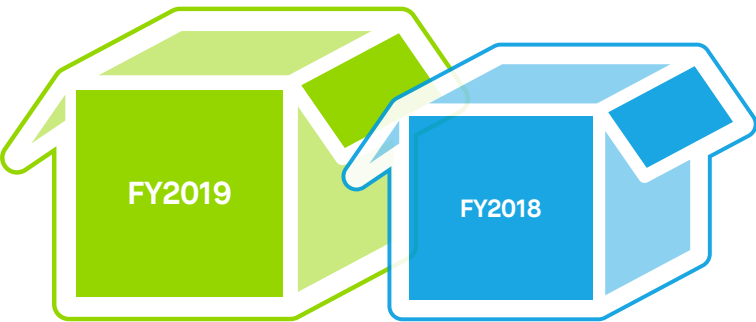
2019: 4,652,279
2018: 1,573,553
2017: 1,255,220
2016: 329,138



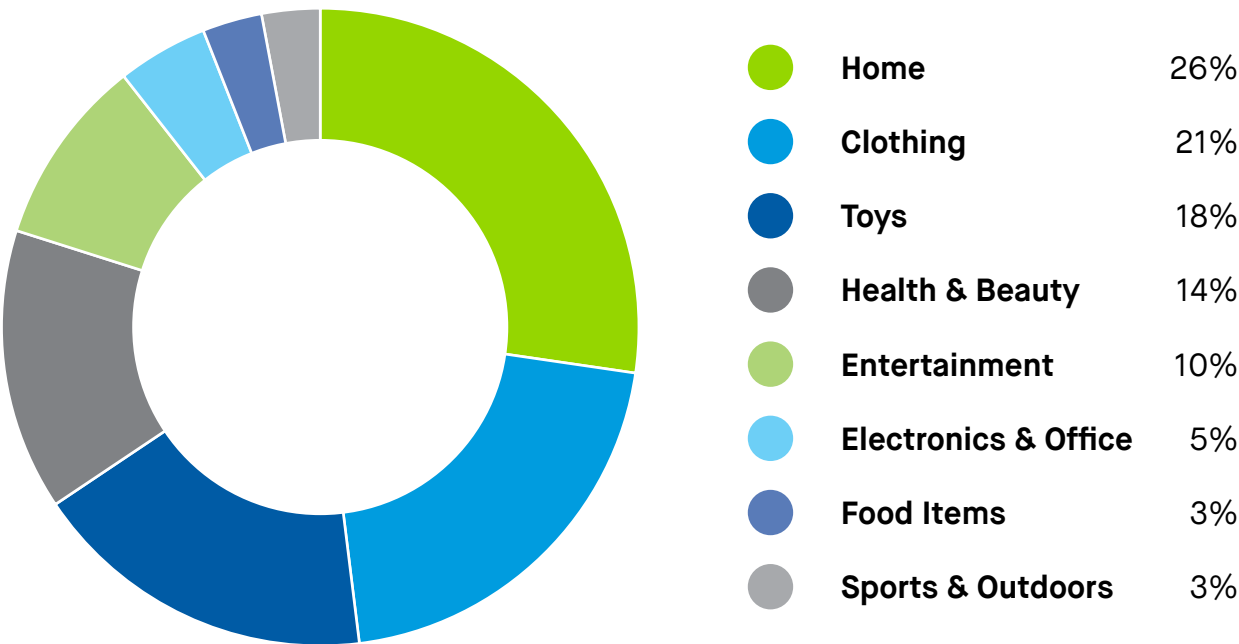
Boxes packed

Cumulative total 139,844*

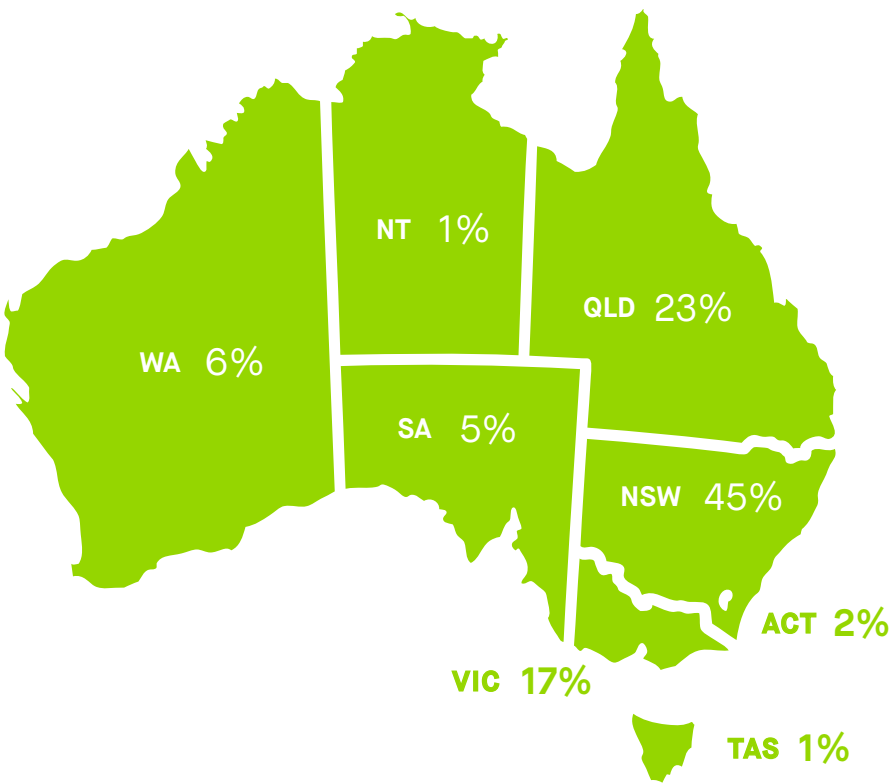
2019: 54,103
2018: 47,145
2017: 33,976
2016: 4,208



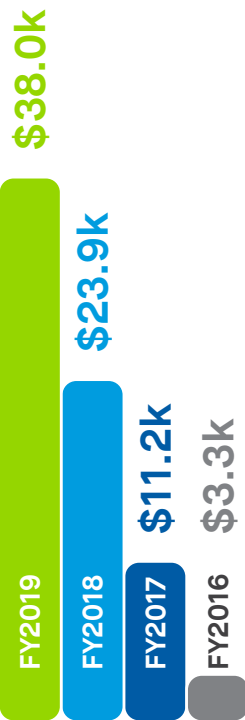
Categories of goods donated to charities



Nationwide footprint of 1,289 member charities

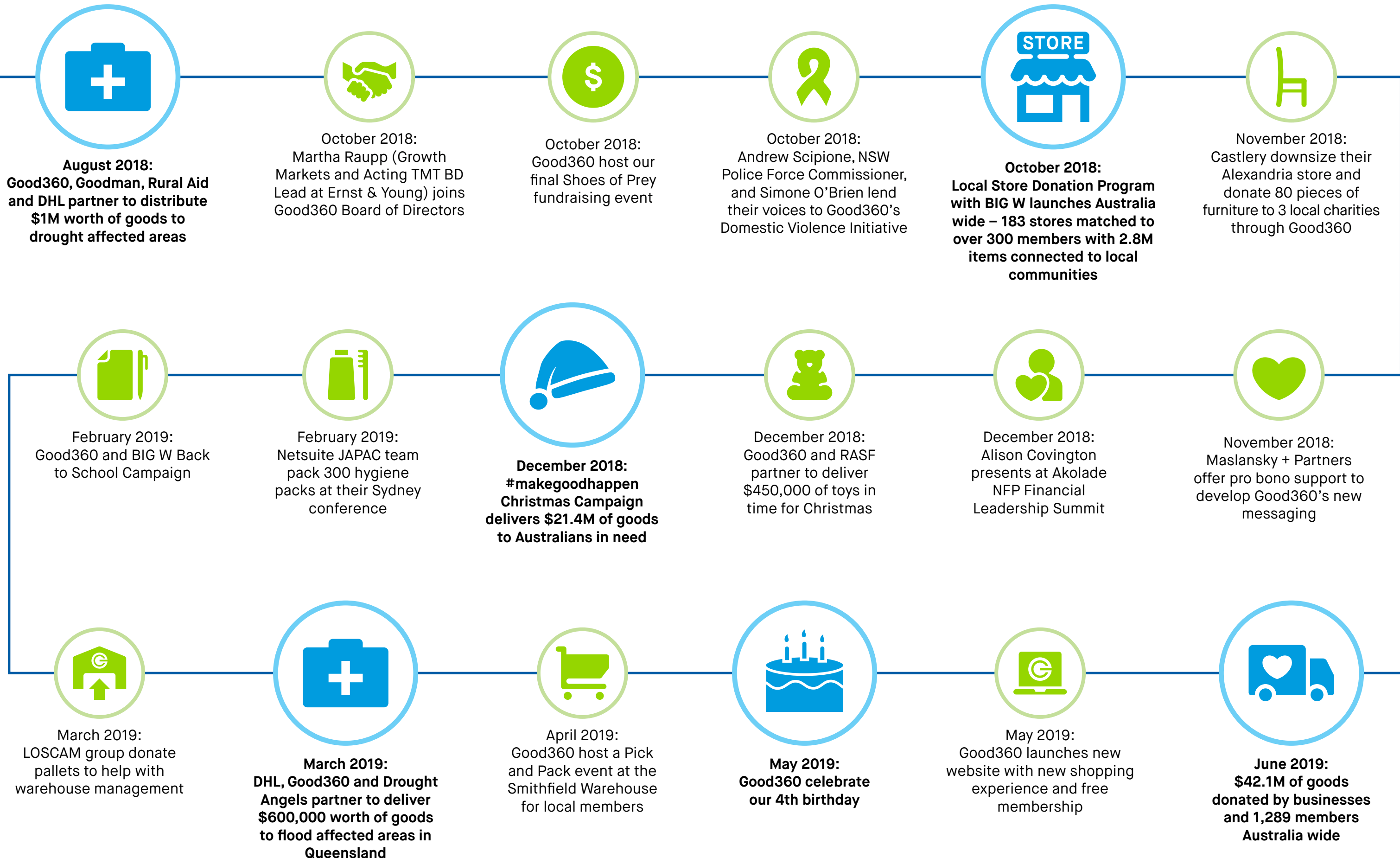


Average value (RRP) of a charity's order



* Life to date figures from Good360 inception

Key highlights



Impact stories



Sharing Hope in Port Kembla

Our BaptistCare Hope Street community centre plays an integral role in the Port Kembla community as a drop-in centre for people living on the margins. The centre provides a safe place where lonely and vulnerable people are supported to address key issues, such as personal health, drug and alcohol dependence, mental health and housing needs.

One of the services is the provision of a hot meal prepared on site, delivered to approximately 100 people each day. The Jamie Oliver plates and bowls have made our service look professional and it has eliminated risks of breakages from the old porcelain dishes we were using. The gloves we ordered have provided our clients with a safer way to do yard work in the community garden and the safety glasses have been very useful in the Men's Shed. The belts have also been very popular due to many of our clients wearing ill-fitting clothing.

These items that have been sourced through Good360 have had a very real and positive impact on the people we serve and we are very grateful for this service. We couldn't do it without you!



1000
Lives Impacted



\$277
Total Paid



\$5,547
RRP goods received



A Day of Indulgence

The Think Pink Foundation seeks to enable a better journey through breast cancer for patients, their partners and families. They provide emotional, physical and practical support services free of charge through our unique wellness facility. The Day of Indulgence occurs monthly and is facilitated by highly qualified and experienced makeup and massage therapists. The day incorporates physical therapy, makeup application and a safe supportive environment for clients to share their experiences.

Good360 has allowed the Think Pink Foundation to access brand-new quality L'Oréal make up on a tight budget. Many patients can no longer afford beauty treatments or quality makeup and Good360 has allowed Think Pink Foundation to provide every client who attends with a beautiful gift pack of high-quality L'Oréal products.

A client quote:
"The Day of Indulgence was incredible. It made me feel special after all the challenges I have been through. And I laughed for the first time since I can remember. A huge thank you to the organizers and sponsors." - Judy



150
Lives Impacted



\$649
Total Paid



\$17,783
RRP goods received



New Winter Wardrobes for Foster Families

The Pyjama Foundation supports children in foster care, by providing them with a volunteer Pyjama Angel who inspires them with learning and life skills in confidence. As well as building an incredible relationship with these kids, our Pyjama Angels also build an unbreakable bond with the foster carers they support. On top of the support we provide to these families, a donation like this allows us to provide them with an incredible gift that often removes a financial burden from carers shoulders.

This donation has had an enormous impact on our immediate community. On the day, we opened our office for foster carers to come and stock up on the incredible stock we had received from BIG W. That morning we had more than 500 people come through our doors. Many carers commented that they were able to fit out their entire family and were particularly excited about the Winter goods which many could usually not afford.

"I just want to thank you all so much for the clothing that we picked up today. I am a Kinship Carer for four of my grandchildren and believe me the things we got today is greatly appreciated. Thank you, thank you, thank you. I even found a couple of tops for myself. An added bonus." - Cheryl H



500
Lives Impacted



\$0
Total Paid



\$74,881
RRP goods received



The Clontarf Foundation Alumni Christmas BBQ

The Clontarf Foundation exists to improve the education, discipline, self-esteem, life skills and employment prospects of young Aboriginal men and by doing so, equips them to participate more meaningfully in society. We operate in schools to assist with attendance and retention and work with our graduates to assist them to obtain and sustain employment or further study.

We held a Christmas BBQ for our Alumni, it was a pleasure to see this event attended by over thirty young men who have been through our program. All but two of the attendees were employed and all were outstanding role models for their family and community.

The gifts generously donated by Good360 were distributed to the young men in attendance, many of whom have young children of their own. Many of our Alumni's young children, siblings, nieces and nephews, mothers and fathers, and nans and pops will all have a little bit of extra Christmas joy thanks to Good360. The boys were incredibly thankful and grateful for the opportunity to give presents to their family where they may otherwise have found it financially difficult to do so.



30
Lives Impacted



\$103
Total Paid



\$3,392
RRP goods received



Impact stories



A New Wardrobe in time for Summer

Karinya House Home for Mothers & Babies Inc is a community based organisation providing supported accommodation, transitional housing and outreach services to pregnant and parenting women and their families who are in crisis.

We recently ran a free shopping day at Karinya House using the items we received from Good360 and everyone was so very excited to get a new wardrobe for Summer! Few quotes from our clients that received the BIG W goods:

"I've never done this kind of shopping for myself before. I'm so happy. Thank you"

"I'd like to thank these people individually. I appreciate being given a helping hand at this time"

"Some of this stuff will help me for future interviews and set me up for working. Thank you for this gift"

We really can't thank Good360 and BIG W enough for the generous support and it was also great to give out summer clothing just in time for summer.



400
Lives Impacted



\$0
Total Paid



\$122,169
RRP goods received



Making an Impact in South Australian Communities

The Salvation Army at Mount Gambier has been blessed by the donations that we have received from our local BIG W. Some of the items that we have received range from PJ's for men to women's underwear and track pants & tops children and some School hats. We were able to give these items to people and families in our community, through our initiative such as our 360 Program.

We set aside some items just for Christmas and these were handed out at our Christmas relief. Christmas is a time of peace, love and joy and for many they do not experience that. We were so grateful to be able to provide items ranged from toiletry and candle holders which will be great for some of the mums and wrapping paper.

We send a huge thanks to the team at BIG W Mt. Gambier!



275
Lives Impacted



\$0
Total Paid



\$30,640
RRP goods received



BIG W and Good360 assist South Tasmanian Communities

Life Without Barriers - Hobart partnered with Good360 and BIG W to collect over 8 pallets of donated items from two local BIG W stores. We have a large variety of programs operating from our Southern Tasmania base in Hobart and every program will be able to use the items to support our participants, families and carers.

The toys will be distributed amongst the children that we support in out of home care, within foster families, and the child safety system. We have already utilised a number of these donations for upcoming birthdays and the donations will ensure a bountiful Christmas for all of the children and families that we support. The stationery items will also allow us to prepare 'Back to School Packs' for children and their families.

Our Disability Support programs also benefited; we will be fitting out a new 'Emergency Respite' accommodation option for young people with disabilities. The donations of homewares, manchester, pillows and electrical goods will ensure that we can provide a safe, suitable and well-resourced environment that provides the best possible opportunities for our participants into the future.



400
Lives Impacted



\$0
Total Paid



\$138,054
RRP goods received



Bringing joy at Christmas

The Bridge is a not-for-profit community organisation and registered charity based in Preston and Thornbury. Our mission is to empower and strengthen our community by providing them with a balanced program of social, educational and support services.

This year the goods we received from Good360 were shared with our volunteers and the disadvantaged members of our community who attend our free lunches. The ladies at our lunch who received the cosmetics were just so excited, one participant is 93 years old and was heard to say; "Look at this, I never walk out the door without makeup, now I will be the most gorgeous girl on the bus".

The LEGO received was shared between two groups, one for aboriginal children in foster care and another local foster care agency. The organisers of these two toy drives were overwhelmed with the LEGO. One said it is rare to receive gifts of such quality and is sure that for many of these children this will be the first time they have had new LEGO of their own.



115
Lives Impacted



\$5
Total Paid



\$7,444
RRP goods received

Donor profile: LEGO Australia

LEGO® is arguably the world’s most loved and recognised toy brand. Founded in 1932 it is still a privately owned company with a strong ethos of always creating, inventing and having fun! Since partnering with Good360 in 2017, LEGO Australia has been an invaluable supporter. Their products have helped disadvantaged children across Australia play, learn and create.

“Good360 have been a fantastic partner to help us support more charities and disadvantaged kids around Australia. They have helped to improve our donation efforts, providing a platform for registered charities, schools and organisations to access LEGO product. We have been so impressed with Good360 and their achievements and hope that through our continued partnership, we will continue our mission to provide children with the possibility of developing and learning through creative play.”

Claus Kristensen
Vice President & General Manager,
Australia & New Zealand

Impact Stories

Gift of LEGO

Gift of Music is an initiative of Rural Aid, we help disadvantaged children in rural and remote Australia gain access to the life-changing educational and social opportunities that music brings.

I can’t thank Good360 and LEGO enough for enabling us to include LEGO into our Gift of Music deliveries. We were at Beechmont State School recently with a load of violins, violas and a cello, and again, the kids and the Principal were super grateful for the big box of LEGO that we gave them as well!!! The musical instruments and LEGO are invaluable

resources in the classroom to encourage creative learning.

One boy, when their box of LEGO was opened, nearly hyperventilated and insisted on being the one to organise all of the cartons, as the school’s official LEGO expert! He was adorable.



200
Lives
Impacted

LEGO Australia brings joy to boys and girls at Stewart House

Stewart House's mission is to give children living in difficult circumstance a 12-day residential program that offers healthcare and wellbeing support.

Throughout their stay at Stewart House children can earn “Hi-5 dollars” to spend on gifts at the end of their stay, with many children selecting toys for their siblings and families. On one occasion, we had a cohort of children stay from Bourke and Dubbo. When the group had the opportunity to look at the toys set out on the table a young boy of 10 set his eyes on the LEGO Star Wars set. He picked up the box and carefully studied the pictures with great intent. He then reached into his pocket and counted his “Hi-5 dollars”. When the Supervisor came around and said he could take the LEGO set home with him, he said that it wasn’t for him but his younger brother- who said that all he wanted was LEGO Star Wars for Christmas.

He was very excited that he could give his brother LEGO Star Wars for Christmas. With the help of Good360, we were able to provide 79 LEGO sets for the boys and girls at Stewart to take home.



79
Lives
Impacted



598

Charities & schools have ordered LEGO products



70,223

Items have been donated

Partnerships with Impact: DHL

DHL is the world’s leading logistics company. They have 380,000 people in over 220 countries and territories working every day to help customers cross borders, reach new markets and grow businesses.

Goodman, a founding supporter of Good360, introduced DHL to Good360 as a transport partner to efficiently transport goods to our member charities affected by natural disasters. Our member charities needed to get large quantities of goods to disaster affected areas in as cost-effective manner as possible. DHL provides pro bono transport to Good360 which effectively contributes to helping disaster victims during periods of crisis and throughout the year providing ongoing support to Australians in need.

“We are delighted to be able to partner with Good360, at DHL we take our corporate social responsibility very seriously... We feel deeply for those people who have been affected by these environmental disasters that they have suffered. Getting this product to those areas which most need it is rewarding for them, but also rewarding for us [DHL].”

Saul Resnick
DHL CEO Supply Chain ANZ

The right goods, to the right people at the right time

In times of Drought

During 2018 the ongoing drought in regional Queensland and NSW was identified as a disaster that required immediate assistance. Good360 partnered with Goodman and DHL to provide over \$1 million of product to Rural Aid to distribute to Australian Farmers in their community. DHL transported the product including clothing, LEGO, nappies, safety

gloves and goggles, makeup and toiletries, from Smithfield, NSW to the Acacia Ridge in Queensland.

And Floods

Following the 2019 floods in Queensland, Drought Angels ordered over \$600,000 of goods from Good360 including crockery, toys, clothing and pyjamas, footwear, make up and toiletries to distribute to their stricken community. DHL kindly donated a truck to transport the goods from our Smithfield warehouse to Townsville where Drought Angels were able to give the items to those most in need.

Good360 continues to work with our members, supporters and donors to provide ongoing support to Australian communities impacted by natural disasters.



2

Truckloads donated



\$1,600,000

Of product delivered

Member profile: Safe Futures Foundation

Safe Futures Foundation is a Not for Profit specialist family violence organisation based in Melbourne's east and outer eastern suburbs. Safe Futures Foundation provide a range of specialist family violence services, support and advocacy for women and children living with the trauma of family violence. They strive to create a safe future where people are free from family violence. Since registering with Good360 in May 2015, Safe Futures Foundation has received over \$103K worth of brand new goods to help support their community.

"As we have been recipients of Good360 for a number of years now, the team are very much aware of our needs and they know what is essential in order to achieve the best results for our clients. This relationship is unique and treasured by our service. We do not have the capacity nor could we supply our clients with the levels of support we currently do without Good360. We truly are grateful for the impact our Foundation can make to our clients experiencing family violence thanks to Good360."

Diane Corkery,
Executive Assistant Safe Futures Foundation

Impact Stories

New toys for refugees

While renovating our refuge we have done a complete overhaul with the old toys and replaced as much as we possibly could with the toys we have received through Good360. Our children's Specialist Worker has been happily working away to ensure the children experiencing trauma due to family violence have what they need at their fingertips.

Amazingly most of the toys are washable – that's another great thing about the LEGO,

they not only provide sensory and therapeutic responses – they are totally washable. When a mum with her children exit refuge, the LEGO goes into a wash bag and into the washing machine. It's then placed back into the unit for the next family to use.

The variety has been excellent, from Duplo to Juniors, primary school age to high school students, and I love that we have been able to order sets so that we can give a collection of LEGO to children. The constant feedback we receive from our mums is that they know how much it costs and they simply would not have the financial resources to purchase it.

Thank you, Safe Futures, for distributing so much to so many

To Moose Toys thank you! What little girl doesn't like a Shopkins doll? The kits we received to make and paint things worked just a treat and kept the little girls who received them occupied for hours. So many of them were very proud of what they had managed to create.

The headphones donated hit the target for many of our clients. We even gave these to our mums – being able to listen to music or a book and get some 'me time' for themselves and block out the world around them for a moment in time proved to be just what they needed. Having children/teenagers use them to play games with also gave our mums a break from noise pollution!

The hoodies from BIG W have been perfect for our kids in the refuge. We have a shop for our clients where we stock new goods only. They can come and take whatever they need at no cost to them. The hoodies moved very quickly, and the kids were more than happy to wear them. It is very difficult for us to source basic clothing like this for our families.



17

Orders made by
Safe Futures Foundation



9,216

Items received

Member profile: Rosemeadow Public School

Rosemeadow Public School is located just south of Campbelltown, NSW. The school provides a safe and positive environment for students to learn and is characterised by diverse family dynamics and cultures which make up its school community. Rosemeadow Public School has an enrolment of 745 students, including 43.8% from a non-English speaking background and 12% Aboriginal students. The school also caters for students with autism with three multi-categorical support classes. Since registering with Good360 in December 2017, Rosemeadow Public School has received over \$118K worth of goods.

“Rosemeadow staff cannot thank Good360 enough for all the products provided for our students. The LEGO we received has enabled teachers to engage students in activities which enhance their communication, friendships and wellbeing. Good360 has had such a positive impact on the whole school community. Many thanks to the amazing team from Good360!”

Sandra May
Deputy Principal Rosemeadow Public School

Impact Stories

Healthy Lunchbox for Transition to School Program

Rosemeadow PS Transition to School program has been running for over 10 years. In 2019 we have 60 students enrolled.

In partnership with Good360, BIG W and Schools as Community Centres, we held a healthy eating workshop. Each child received a pack that promotes healthy eating. Parents and children were provided healthy food and

taught how to pack a healthy lunch. The children went home with their packs and a better understanding of healthy eating.

The packs included lunch boxes, drink bottles, yogurt containers, ice bricks and fruit travellers.

LEGO Master Challenge

We received a large LEGO donation for our exciting and engaging LEGO Masters Challenge. 200 students from across years 3-6 nominated for the chance to compete to reach the finals. Held during lunch times, LEGO Masters attracted large crowds and they cheered as students completed their masterpieces. The creativity and skill level was very high amongst all competitors. The winners of each grade were awarded LEGO for their efforts. Rosemeadow Public School will definitely be holding our LEGO Masters Challenge again!

LEGO has also been used to help build student problem solving, communication, conflict resolution and leadership skills. Supported by teachers, students were assigned roles to work in small groups to build their LEGO kits. Whilst students found this task challenging, by working together they learnt that they can achieve great things. The smiles on their faces were just brilliant when their LEGO kits were completed.



20

Orders made by
Rosemeadow Public School



14,404

Items received

Christmas campaign

Each year the #makegoodhappen Christmas Campaign grows in leaps and bounds as we aim to make sure every Australian can experience the joy of gift giving and receiving during the festive season.

Christmas can be a stressful time of year for our member Not for Profits and Schools as they stretch their budgets to reach as many people in their communities as possible. In 2018 Good360 teamed up with Goodman and BIG W to make this Christmas Campaign our best to date.

Members who had made one paid order during the year were offered a \$400 discount on Shipping & Handling providing at least \$4,000 worth of goods. There was also an \$800 discount for Click & Collect participants, who could collect \$16,000 worth of goods directly from our Smithfield Warehouse in Western Sydney.

The results of the campaign were phenomenal with \$21.4M worth of brand-new goods distributed to 500 charities nation-wide.



* 2018 Xmas - 1 Oct to 31 Dec 2018



Collaboration: Goodman

Goodman was a founding supporter of Good360 when we launched in 2015. Goodman believe in the sustainability of the planet and the wellbeing of all the people in it, so they have chosen to work closely with Good360 to help connect surplus with need. As one of our largest supporters, Goodman has played a key role in helping Good360 save \$100 million of brand new goods from landfill and deliver over 4.6 million items to not for profits and eligible schools to help disadvantaged people across Australia.

Goodman donates 10,000sqm of warehouse space in Smithfield, NSW and space for our head office in Mascot. Charities are able to select the products they need from our website and then pick them up directly from the Goodman provided warehouse or pay the small shipping costs to get them delivered to their door. This helps these charities to get the most value possible and stretch their budgets further.

Goodman strongly value collaboration and have enabled other charities they support to become Good360 members. The Goodman team have also participated in corporate volunteer days at the warehouse and supported disaster recovery truckloads for drought affected communities.

Good360 Founder and Managing Director, Alison Covington expressed her gratitude for Goodman's ongoing support. "Goodman have been essential to Good360's ongoing success, their support means we are able to step closer to our goal of \$1 billion goods to Australians in need by 2025" she said. "A heartfelt thank you from our team to yours!"



Local Store Donation Program

Good360, in partnership with BIG W, pioneered the Local Store Donation Program Australia wide. Local retail stores are matched with local Not for Profits and schools to pick up their surplus stock. During the 2019 financial year Good360 connected 183 BIG W stores to 271 local charities and eligible schools Australia wide to deliver over 2,786,542 million items to people in need.

The Local Store Donation Program allows Good360 members to save time and money by going direct to their local BIG W store to pick up the goods they need. In line with BIG W's Real Care Community positioning, this

campaign empowered BIG W teams and gave them a more active role in helping families in need within their community.

“Partnering with Good360 is a perfect match with what BIG W has to offer. We want to help Australian families across the country and at the same time be responsible for how we manage our excess inventory.”

David Walker
BIG W Managing Director



Event: Pick & Pack Day

On March 28 and 29 Good360 hosted a Pick & Pack day at our Smithfield warehouse. Good360 set up an amazing range of brand-new goods from EdEx and Catch.com including a large selection of furniture; small tables, storage units, stools, bedding, towels, cushions, rugs, clothing, skin care, a huge range of educational puzzles, toys, books and equipment, board games, and much more.

These items were all in odd quantities so could not be boxed and made available on the Good360 website.

Good360 gave our Click & Collect customers the opportunity to come to our Smithfield warehouse and choose the Pick & Pack goods that they needed. The event was a huge success with 30 charities and eligible schools taking approximately 2,756 items* back to their communities.

**item quantity is based on the assumption of 10 items per small box and 20 items per large box.*



Website launch

Good360 is a technology based charity, providing our members access to brand new goods on our website day and night. Our e-commerce platform needed an update in 2019 so we took the opportunity to have a little facelift and streamline our messaging at the same time!

We were very fortunate to have the assistance of Maslansky + Partners to provide strategic messaging assistance to help fine-tune how we tell our story.

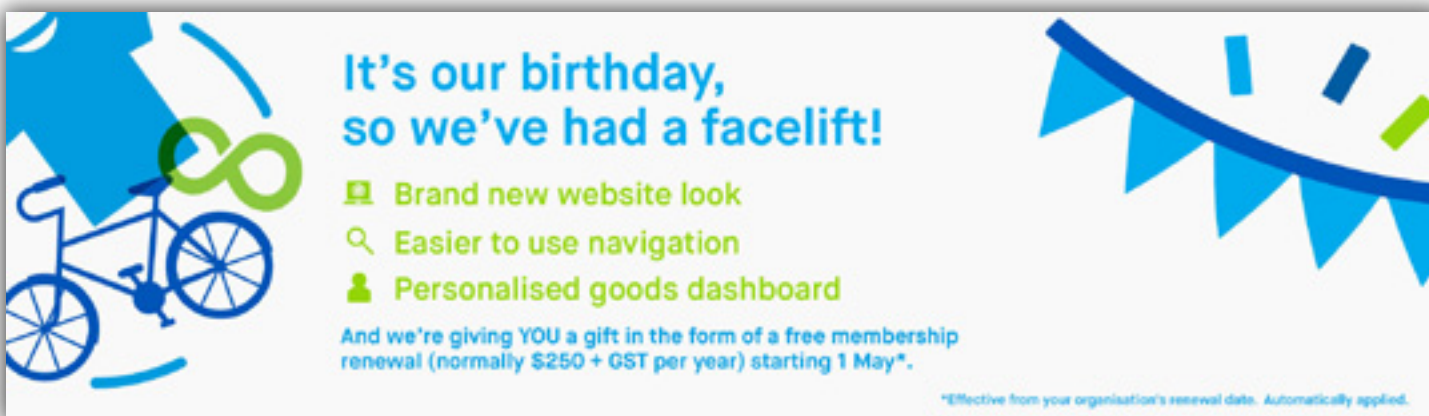
Our members guided us on what they liked about Good360 and what they wanted changed. Changes we made:

Free Membership

Our members told us that annual membership fees, even as small as \$250 + GST per annum, was a barrier for renewal. So from May 1, 2019 no more membership renewal fees for existing members and no new membership fees.

Easier Navigation

We made it easier to shop for goods our members needed and to checkout more quickly. We have a huge range of items to choose from and introduced a 'Like for Later' function to make selecting easier.



It's our birthday, so we've had a facelift!

- Brand new website look
- Easier to use navigation
- Personalised goods dashboard

And we're giving YOU a gift in the form of a free membership renewal (normally \$250 + GST per year) starting 1 May*.

*Effective from your organisation's renewal date. Automatically applied.

Personalised Dashboard

Every member has a personalised dashboard to track the value of orders made, indicative savings and number of items received.

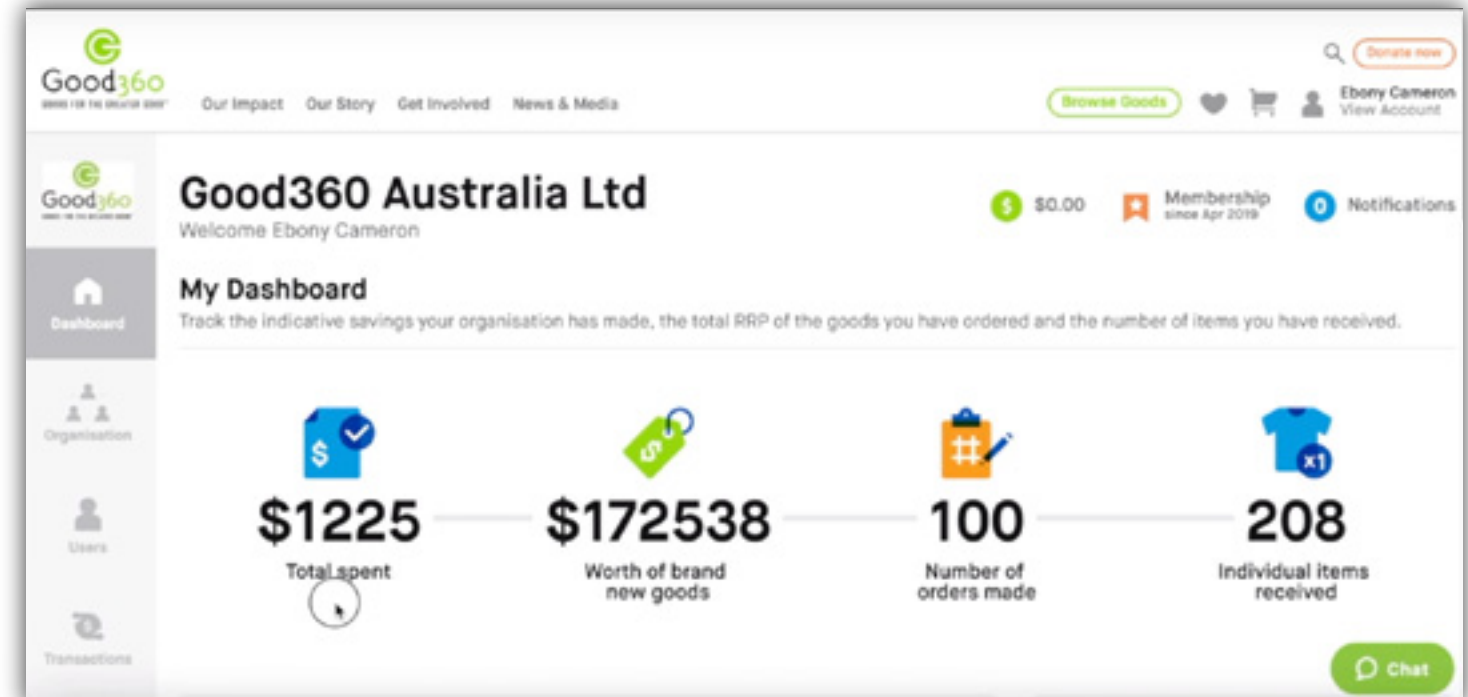
Guest Access

You don't need to be a member to check out Good360, products available and how the service works. Anyone can now jump online and have a test run.

Here to Help

We introduced an online chat feature for members who have a quick question but don't want to jump on the phone. Our friendly Giving Team is still only a call away for NFPs, charities and eligible schools that want to have a chat!

Check out our new look website at www.good360.org.au.

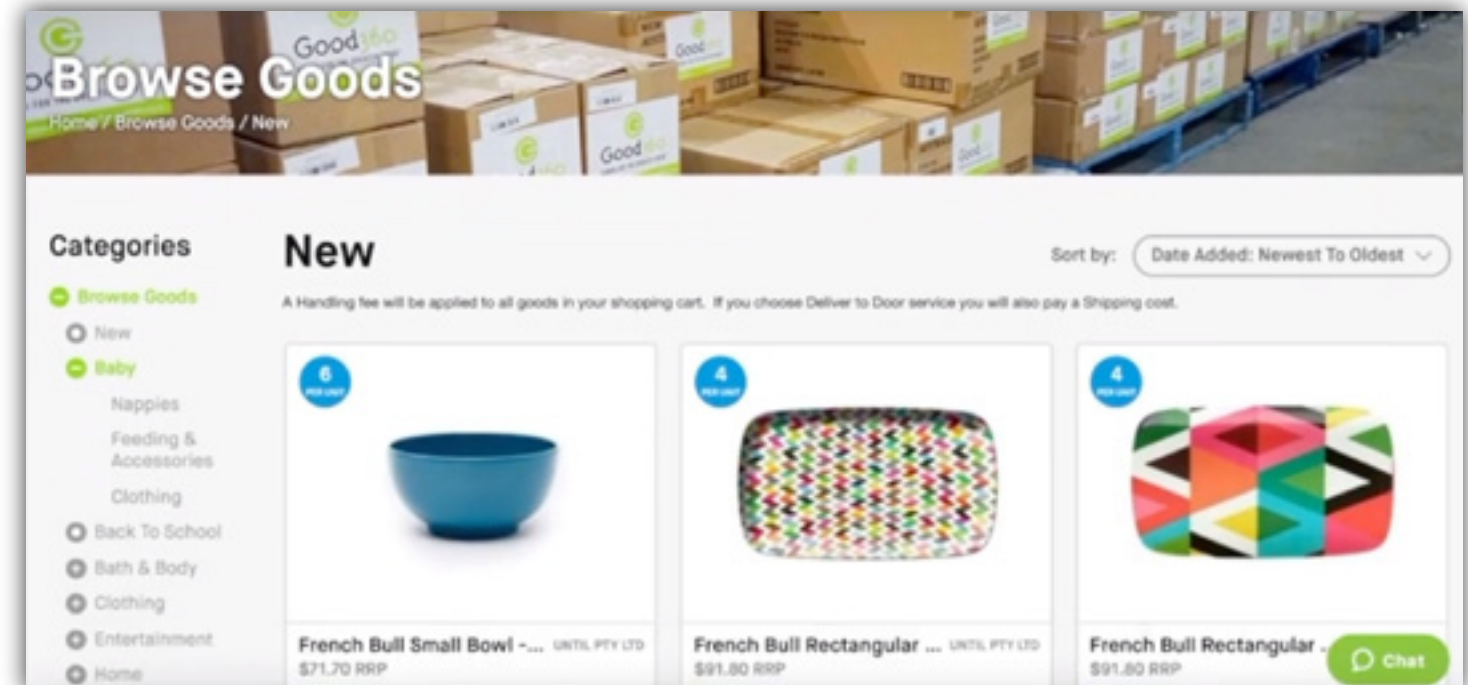


Good360 Australia Ltd
Welcome Ebony Cameron

My Dashboard
Track the indicative savings your organisation has made, the total RRP of the goods you have ordered and the number of items you have received.

Icon	Value	Description
\$	\$1225	Total spent
Tag	\$172538	Worth of brand new goods
#	100	Number of orders made
T-shirt	208	Individual items received

Chat



Browse Goods
Home / Browse Goods / New

Categories

- Browse Goods
- New
- Baby
 - Nappies
 - Feeding & Accessories
 - Clothing
- Back To School
- Bath & Body
- Clothing
- Entertainment
- Home

New
A Handling fee will be applied to all goods in your shopping cart. If you choose Deliver to Door service you will also pay a Shipping cost.

Sort by: Date Added: Newest To Oldest

Item	Price
French Bull Small Bowl - ...	\$71.70 RRP
French Bull Rectangular ...	\$91.80 RRP
French Bull Rectangular ...	\$91.80 RRP

Chat

Volunteering

1,548
individual
volunteer hours

Volunteering has been invaluable to the ongoing success of Good360. We have had some amazing volunteers over the last year who have generously donated their time both at our warehouse and in the office.

Good360 would not be able to achieve almost 200% growth without the individuals who assist with the everyday running of the organisation at the head office. From finance to marketing, administration and grants,

716
corporate
volunteer hours

volunteers make up an integral part of the Good360 team and we're incredibly grateful to everyone who has come on board.

In addition, we have amazing corporate supporters who send their teams out to Good360's Smithfield warehouse to help pack and distribute goods to Australians in need. This is always a wonderful way for teams to bond, have fun and foster a culture of caring.



Work for the dole

17,931
WFD hours
worked



Good360's partnership with the Work for the Dole program is still key to our warehouse being able to operate. With an average of 15 clients a week doing 15-25hrs each, to keep up with Good360's exponential growth.

This has also meant the Good360 warehouse team have had to implement new strategies

and technology to keep up. More clients are now using tablets, laptops & scanners as the warehouse implement more digital changes to keep up and move away from excessive manual data entry processes.



Tom Sawkins, Operations Manager at Good360 said:

"We now are able to train people to work in Online / Despatch in less than an hour, due to new technology and processes that have been implemented. We see more clients being able to work in both areas of the warehouse – especially during our campaigns where more labour is needed for despatch and prepping orders. We have even been able to provide two of our Work for the Dole clients a chance to get paid work for 6 weeks during the 2018 Christmas campaign."

Warehouse

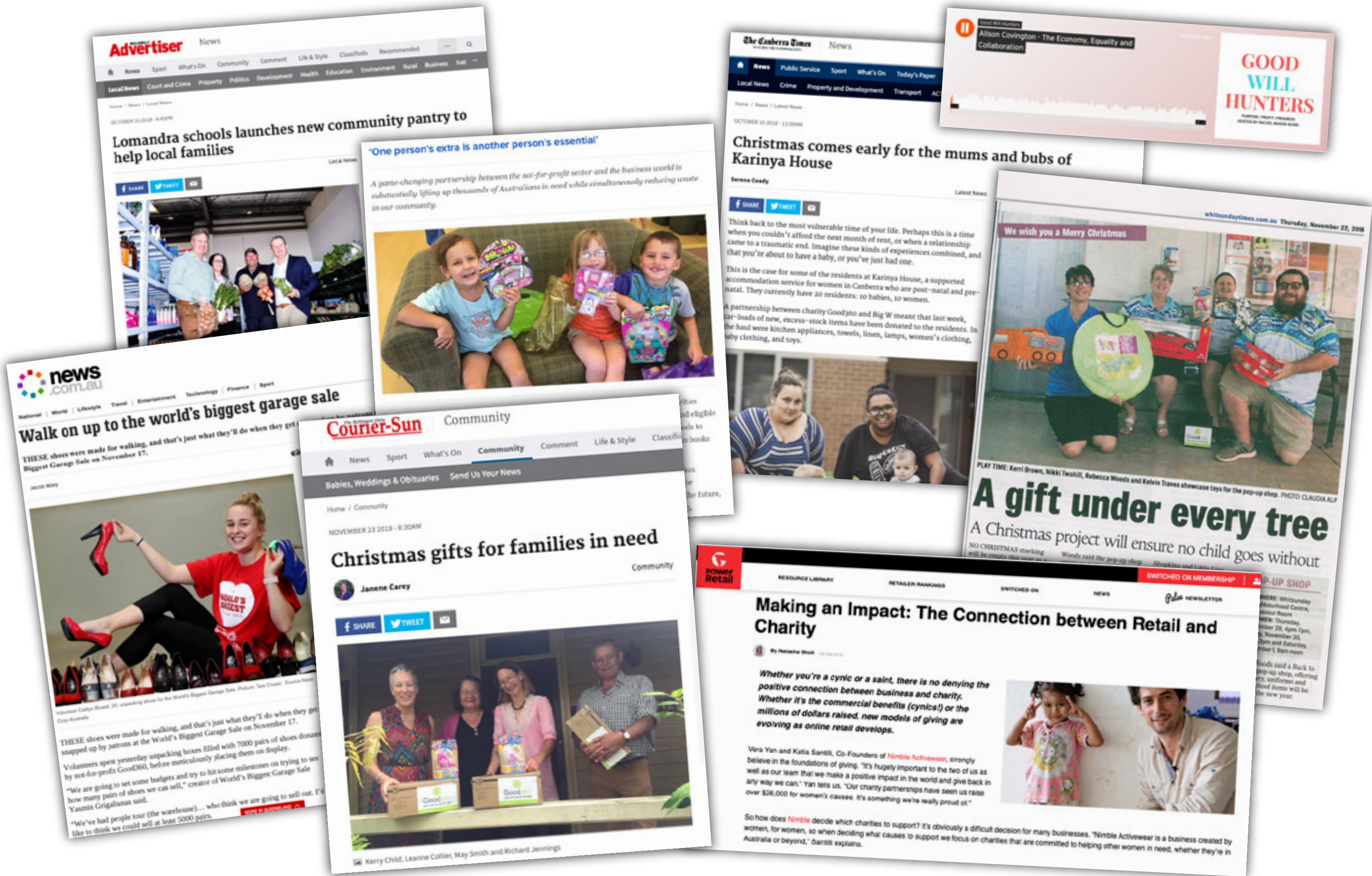
Our Corporate Volunteering Program offers staff from organisations, large and small, the chance to donate their time and lend a helping hand at the Good360 warehouse.

Among the generous teams that came through this year were EY, EY Sweeney, HLB Mann Judd, L'Oréal Australia, IRI Worldwide, Sage, AMP, Tibra, Winc, Equity Trustees and CUA.

In addition, the Good360 warehouse also hosted The Nappy Collective packing days. Our warehouse staff along with volunteers helped coordinate, sort and pack the Sydney donations of nappies ready to go out to families in need.



Media collage



Community impact



Financial summary

	FY 2019 (\$)	FY 2018 (\$)
Revenue		
Grants	697,112	895,000
Charity fees for service	543,269	372,331
Donations and other corporate revenue	833,108	524,220
Total revenue	2,073,489	1,791,551
Expenses		
Professional fees	34,612	38,947
Administration expense	103,007	78,851
Shipping costs	104,860	57,101
Travel and meeting expenses	21,371	21,846
Credit and bank charges	21,966	19,456
Employment expenses	1,311,715	1,154,848
IT services	249,969	225,227
Other expenses	7,285	282
Marketing and promotions	28,100	25,099
Warehouse and storage expenses	12,879	9,435
Total expenses	1,895,764	1,631,092
Operating surplus		
In-Kind - Revenue	1,730,170	2,283,970
In-Kind - Expenses	-1,730,170	-2,283,970
Net Profit	177,725	160,459

Board of Directors



Matthew Barnett
Board Chair
 Interim Managing Director
 Cartology – Part of the
 Woolworths Group



Alison Covington
**Founder &
 Managing Director**



Jessica Cameron
**General Manager &
 Company Secretary**



Peter Shorthouse
Non-Executive Director
 Senior Partner at Crestone
 Wealth Management



Adam Gordon
Non-Executive Director
 Director at
 CHAMP Private Equity



Georgina Byron
Non-Executive Director
 CEO at The Snow Foundation



Martha Raupp
Non-Executive Director
 Growth Markets BD Leader EY

Agents for good - we thank you!

Product donors



Funders/sponsors



Additional funders/sponsors: Future Generation Investment Co., Mundango Charitable Trust

Pro bono supporters



*Goods for the greater good

Good360 is seeking funding for: Capacity building & strategic growth

Good360 will:

1. Deliver transformative digital strategy
2. Scale-up additional delivery channels
3. Develop capacity to increase income generation
4. Build the Good360 brand

We will collaborate with more partners to deliver



Good360 is ready to take our impact to the next level, we need investment to scale our operations with high-impact, proven distribution channels.

Contact Good360 Founder & MD, Alison Covington at alison@good360.org.au for further information.



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