



Good360

GOODS FOR THE GREATER GOOD™

#makegoodhappen

www.good360.org.au



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

ANNUAL REPORT 2019 - 20

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The year in review

What an absolute whirlwind of a year it has been – where do we even begin?! Milestones met, teams grown, partnerships strengthened and incredible generosity resulting in so much good. But, underpinning all the good was unrelenting disaster and hardship – drought, fires, floods and a global pandemic, all on top of typically existing need.

We began the new financial year with our sights set on a very ambitious goal – reaching the milestone of \$100 million worth of goods collected and connected with need. After meeting this milestone in just a matter of months, we wanted to mark the occasion. We came together in celebration at HLB Mann Judd with a group of our biggest supporters. We reflected on how far we had come in just four years and looked to the future with great enthusiasm. We never could have anticipated what came next.

The 2020 calendar year was welcomed with bittersweet sentiments. We moved into our new warehouse space, generously donated by Goodman, which opened a whole new world of possibility for us. But, the hope and excitement of starting a new decade carried a dark undertone of dismay as our nation was engulfed in flames. The reality of a long hard drought quickly turned into widespread devastation. We were inundated with requests – unlike anything we had seen before.



Just days into the new year it became apparent that our model needed to change, or an enormous amount of need would go unmet. Our 'pivot' came well before the term became one of the overused buzzwords of 2020! We developed our 'disaster model' with one goal in mind – to ensure the right goods were matched with the right people at the right time.

We turned our attention to 'purposeful giving', rather than collecting surplus goods alone. Requests were coming in thick and fast for everything from furniture to clothing, toiletries to school supplies. Our team got on the front foot, proactively contacting our partners requesting specific donations to match this influx of need. Of course, our incredibly generous donors came to the party and before we knew it \$9.5 million worth of goods came through our doors and was distributed for bushfire relief.

Just as the surge of need from bushfires began to die down, COVID-19 reared its ugly head. We had watched from afar as the pandemic began to take its hold on other parts of the world, but it was hard to imagine anything escalating here in Australia. By mid-March the unimaginable was unfolding before our eyes – states in lockdown, cases on the rise and subsequent widespread business closures and job losses.

Like all organisations, we weren't immune to the impacts of pandemic. Our first priority was to remain open and maintain all our staff in their current roles. As an organisation that receives no Government funding and relies on monetary donations, this was a very unsettling time. However, it only took a few phone calls for me to realise we were safe, largely as a result of the incredible generosity of two of our major partners – Goodman and BIG W. Both assured me that their support would not only continue throughout this time, but would increase.

Existing and new philanthropy funders quickly showed their support. Combined, our generous funders enabled us to provide free goods as well as free Shipping and Handling and to not only maintain our staff,

but increase our team from 15 to 30 – a game changer for us. When seeking to fill these new positions, we asked our team to spread the word to anyone they knew had lost their jobs as a result of the pandemic. Our expanded team hit the ground running from day one and they haven't stopped since.

The need stemming from COVID-19 was mind-blowing. This financial year, our COVID-relief has connected \$19,674,940 worth of items to people in need across the nation. These goods have been distributed with the help of 1,025 charities. It's also important to note that these items were donated at a time that was incredibly difficult for Australian businesses. The retail sector was hit hard, supply chains were impacted and many of our partners faced a crossroads – 'stock or donate?'. Despite all these challenges, our partners chose to give. They do this quietly, not seeking any commendation. Without them, none of this would be possible.

Good360 has now connected over \$134 million worth of items to organisations and individuals in need across Australia. To think, it took us four full years to reach our goal of \$100 million, but in a matter of months we added an extra \$34 million to the tally. We are so proud of the incredible impact we've made; getting the right goods, to the right people, at the right time.

So, there we have it, a year full of adversity met with astounding generosity. We're filled with mixed emotions – pride, gratitude, hope and exhaustion! One thing is for sure, Australians will always back each other in times of need, but we're proud that Good360 gives this 'will' a 'way'.



Alison Covington
Founder and Managing Director

For every
**\$1 donated, Good360 provided
\$18 (RRP) of brand new
essential non-food goods**
to Australians in need

We partner with over
**3,000 charities, schools, product
donors, funders, supporters to
deliver \$134.41M RRP and
14.36M items**
to Australians in need



What we do



The Vision

Inspire all Australians to ensure that every brand-new product must have a first life use – nothing useful to lie unused, or go to waste.



Our Purpose

To connect surplus with need, Australia wide.



Our Mission

Good360 ensures all products have a first life for social good. We serve as a matchmaker – connecting the people working to lift up Australian communities and brand-new goods donated by businesses, to help Australians in need. We're a Not for Profit helping other Not for Profits and schools create greater impact and providing solutions that make it easy for businesses to support their local communities.



Our Goal

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

UN Sustainable Development Goals

The Sustainable Development Goals (SDGs) are the blueprint to achieve a better and more sustainable future for all. Good360 work towards creating real change and achieving these goals through our work as a matchmaker. Good360 focus on the below 5 goals to create real impact within Australia.



Distribute \$1 billion of goods to Australians who need them most by 2025.



Provide support to Australian schools with an ICSEA ranking below 1,000.



Partner with businesses and retailers to connect brand-new surplus goods to Australians in need.

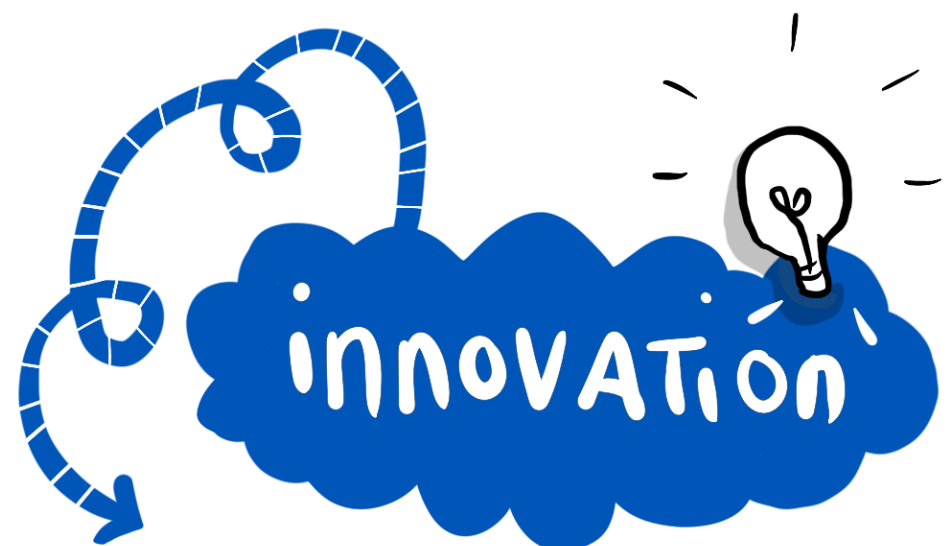


Work to re-direct surplus and end-of-season stock to Australians in need and improve logistics to reduce carbon emissions.



Collaborate not replicate. Work with Not for Profits & schools to amplify the impact of all parties.

Our values



WE EMBRACE & DRIVE CHANGE

We believe in making positive impact on people & planet, and it starts with **OURSELVES**

Building trusting relationships makes us more **PRODUCTIVE** and **EFFECTIVE**



INTEGRITY

WE BUILD OPEN & HONEST. RELATIONSHIPS THROUGH COMMUNICATION



Good360



WE BRING KINDNESS TO EVERY INTERACTION

We know that the sum is greater than the parts, we share knowledge, collaborate & support other NFPs to maximise **IMPACT**



WE COLLABORATE - NOT REPLICATE

Our team of
**17 (FTE) employees delivered
384,341 items each**
to Australians in need*

*Good360 employs 30 staff = 17 FTE. Thank you to our generous funders for supporting 14 additional roles this year. Funding the wages for these roles provided millions of essential items to Australians in need in a year when it was needed most.



How we work

Impact

Good360 is an NFP helping other NFPs and eligible schools save time and money by getting the brand-new goods they need for their programs.

Direct to Australians in need

One person's extra is another person's essential. That's why our goal is for nothing useful to lie unused. Good360 ensures all products donated have a first life for social good.



Convenient delivery

Easy delivery options mean members can collect their orders from our warehouse, have it delivered direct to their door, or pickup at participating retail stores.

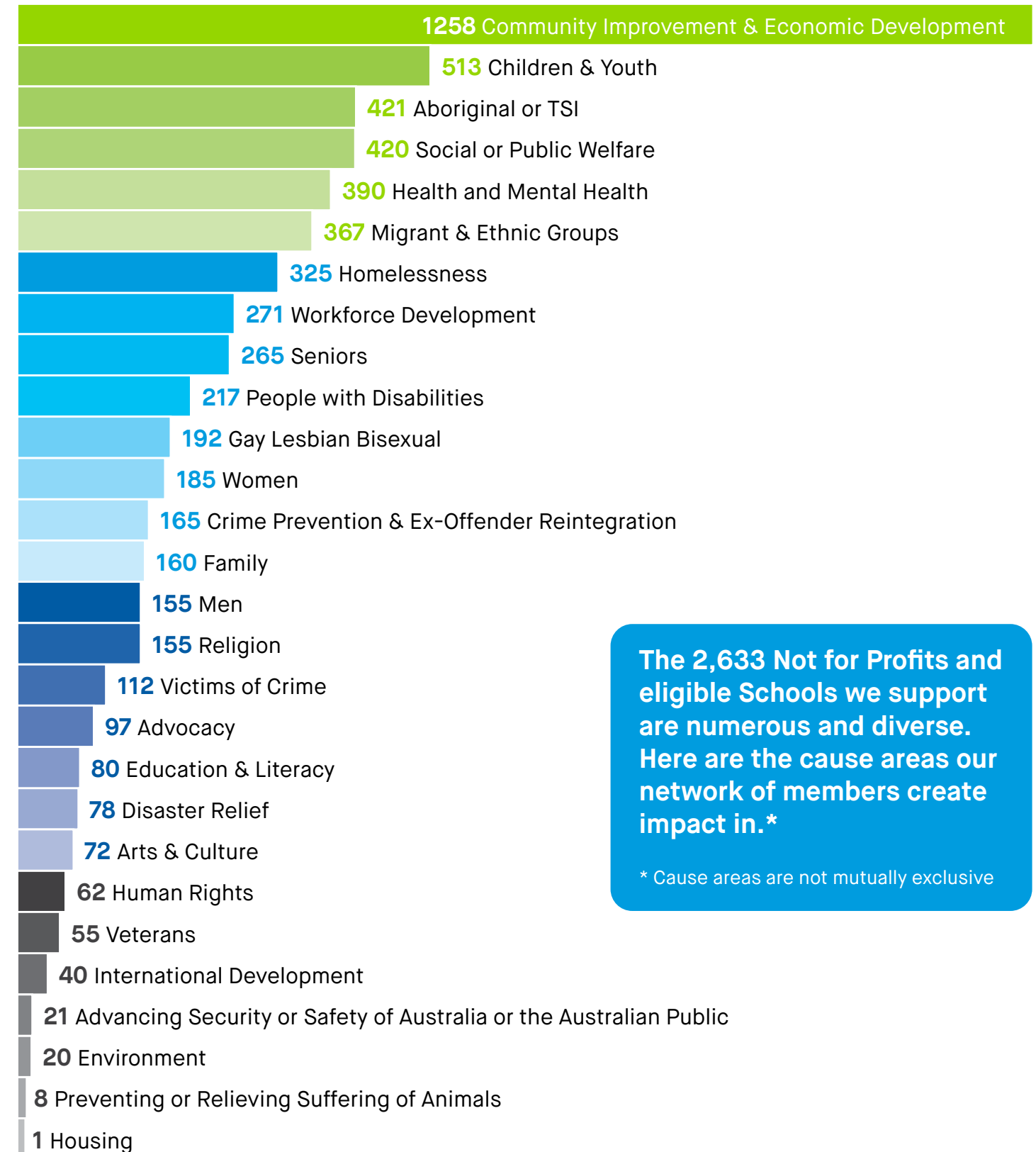
Give the goods

Our platform for product matching allows companies Australia wide to share what they no longer need or have too much of.

Get the goods

NFPs and schools register for free Good360 membership and then order the goods they need from our website. Members just pay a small Shipping & Handling cost. Disaster-affected communities including COVID-19 pay no Shipping & Handling fees.

Cause areas

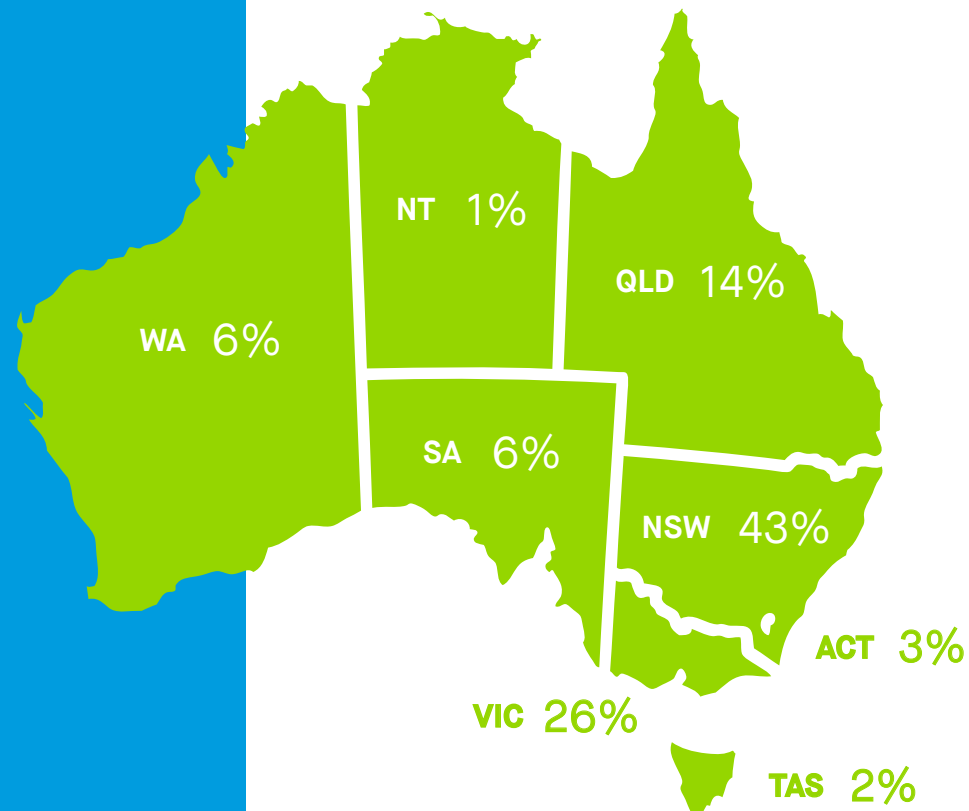


The 2,633 Not for Profits and eligible Schools we support are numerous and diverse. Here are the cause areas our network of members create impact in.*

* Cause areas are not mutually exclusive

Snapshot 2019-20

Nationwide footprint of
2,633 member charities

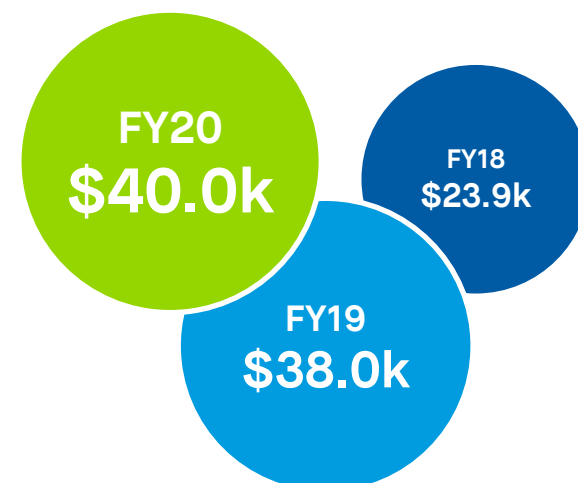


Items delivered
Cumulative total 14.3M*



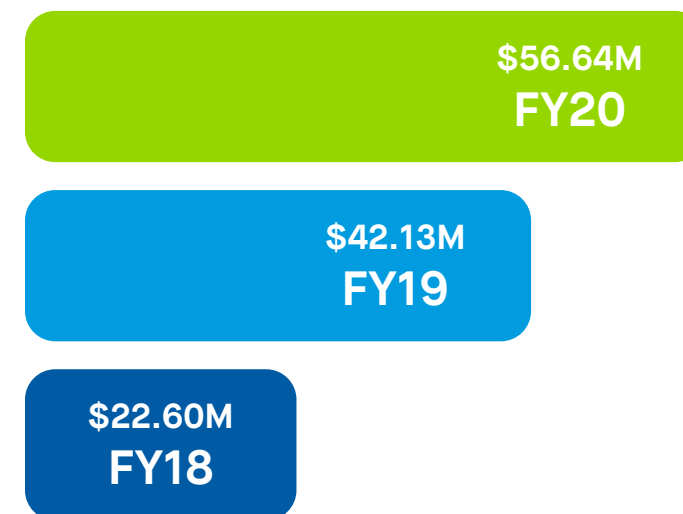
FY20: 6,514,865
FY19: 4,652,279
FY18: 1,573,553

Average value (RRP)
of a charity's order

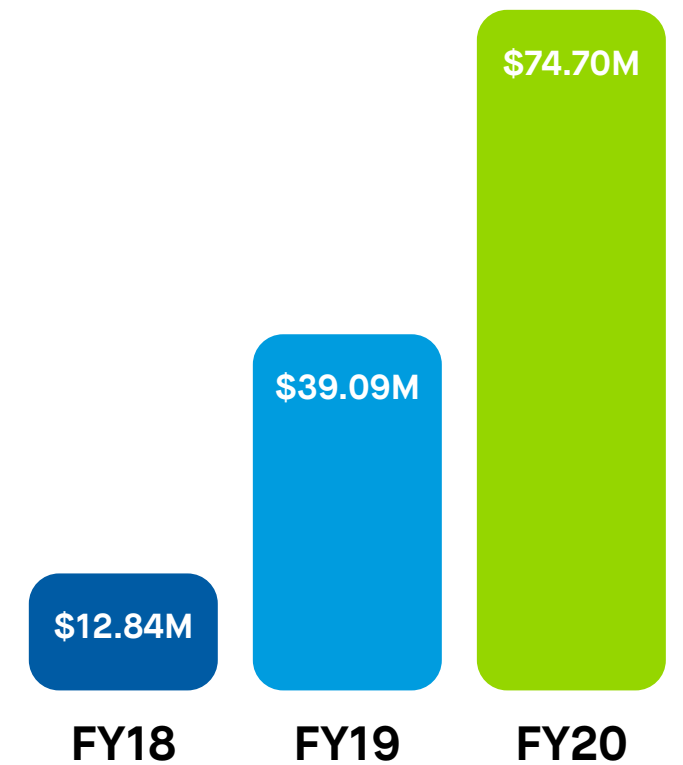


* Life to date figures from Good360 inception

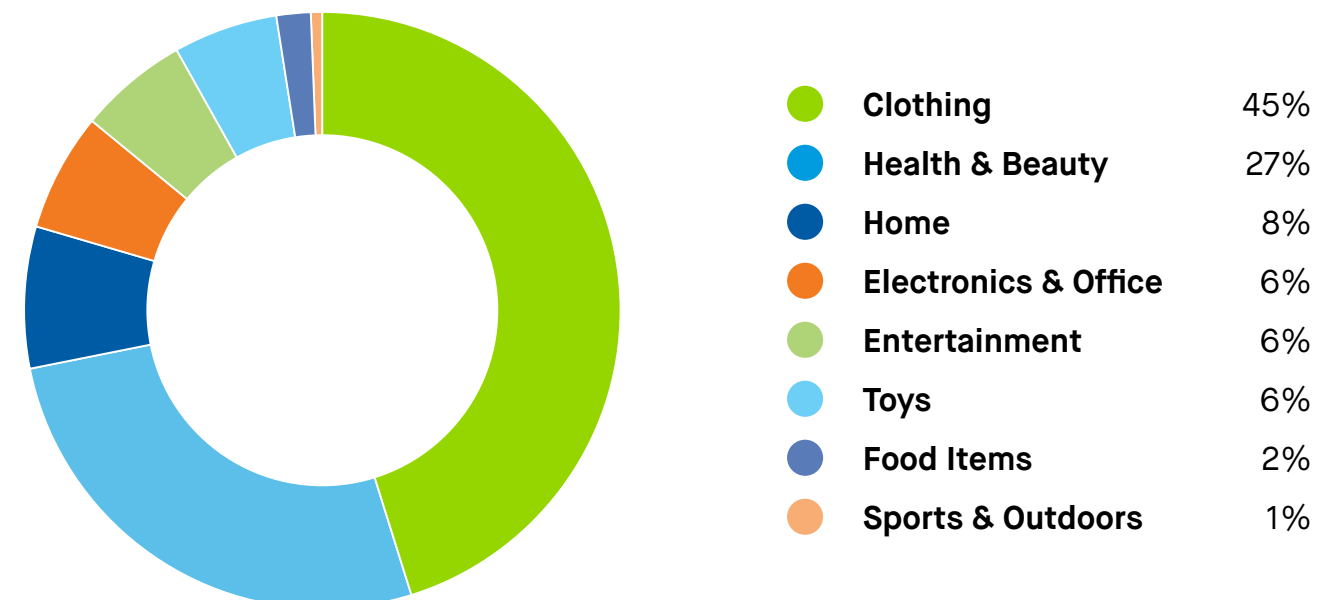
Goods donated by businesses
Cumulative total \$142.13M*



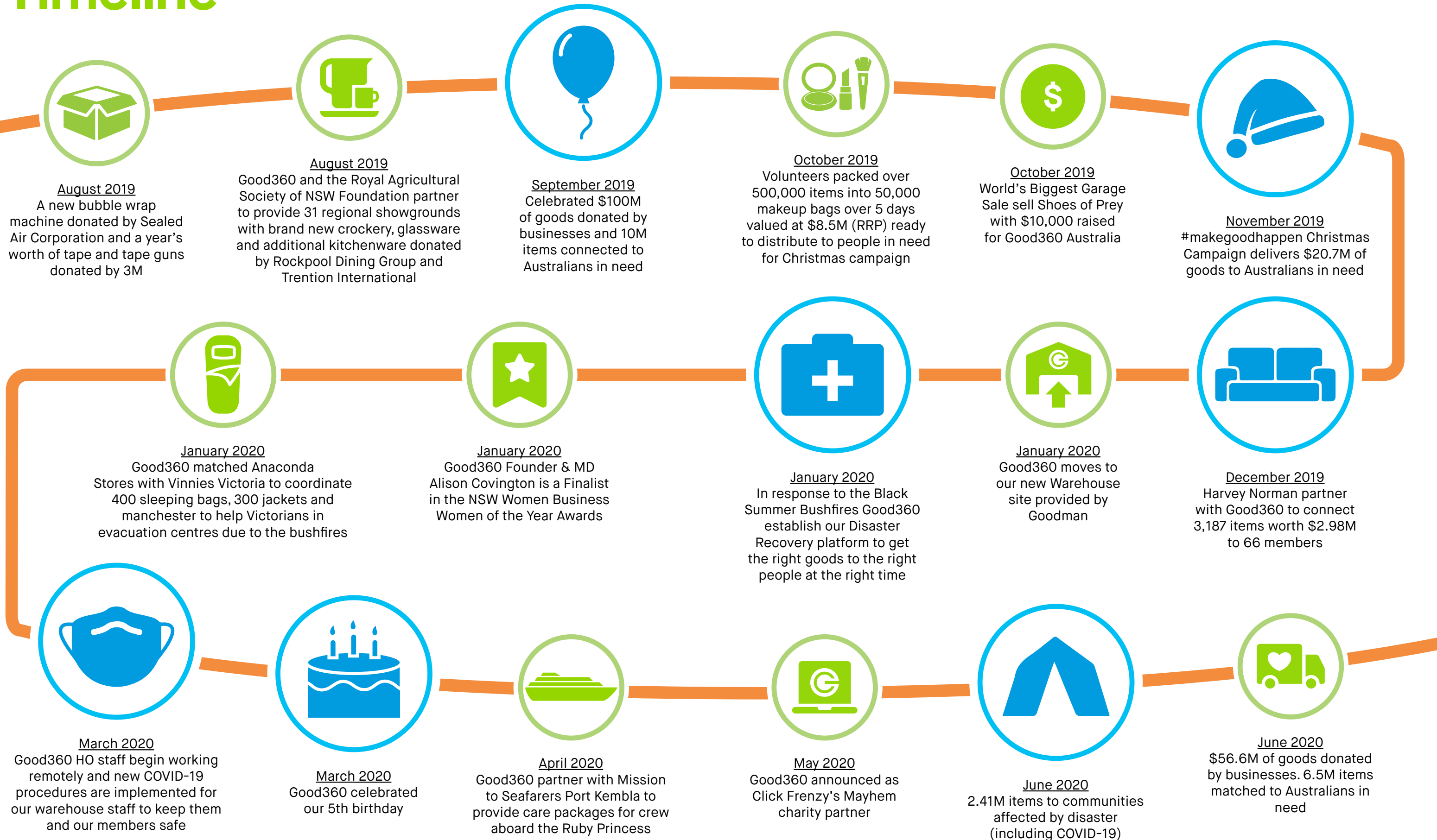
Goods delivered to charities
Cumulative total \$134.41M*



Categories of goods donated to charities



Timeline



More ways to connect

 **\$32,126,013**
WORTH OF GOODS DELIVERED

 **2,775,276**
ITEMS MATCHED

 **1,163**
NSW CHARITIES & SCHOOLS SUPPORTED

Direct matching

Good360's Giving Team has utilised their relationships with product donors and member charities and schools to efficiently and effectively coordinate custom-matched donations. By making these custom matches, Good360 can assist our donors in finding the right home for their goods, avoiding waste and maximising impact.

Through custom-matched donations we can also assist our member charities and schools with tailored solutions. For example, Delegate Public School reached out to Good360 in need of washing machines.

“Half of our community ran out of water back in December and haven't been able to wash their clothes. With the help of Good360 and LG Electronics Australia, the school and town now have a Laundromat so they can at least have clean clothes.”

In September 2019, Good360 were able to match a near to new wheelchair lift (valued at \$8,000) donated by Lendlease to Little Heroes Swim Academy to help children with disabilities access the pool.

Direct from donor pick ups

Harvey Norman donated 2,125 furniture and home items direct from their warehouse to Good360 members across NSW. By allowing Good360 to store and manage distribution of the goods for Harvey Norman's warehouse, we were able to save our members the Shipping costs while also freeing up space in our own warehouse for additional donations.

Since the initial program in December 2019, Harvey Norman has organised an additional furniture pick up in NSW and two donations in Victoria. In total they have donated over 3,187 items valued at over \$2.98M (RRP) with 876 items going to support people affected by disaster in NSW.



EPA Circulate grant

Good360 received funding from NSW EPA under the Circulate Industrial Ecology Grants program to identify and recover 641 tonnes of non-perishable essential items, back into the productive economy to Australians most in need.

We exceeded the target and matched 668 tonnes of brand new surplus goods, 4M items or \$49M RRP. An 88% increase in our impact from the same period last year.

This project is a NSW Environment Protection Authority, Waste Less Recycle More initiative funded from the waste levy.



“ This kind donation will help make our accommodation units a warmer and more welcoming space. The donation of lounges and dining furniture mean children and their mums will have a place to relax after school, space for homework and to share a family meal.

BaptistCare NSW & ACT



“ A truckload of beds, mattresses and assorted furniture was picked up from Harvey Norman in Sydney and taken to our Gundagai site. The first donation went to a physiotherapist and orchardist from Batlow NSW who had lost their home, possessions and orchard but were able to save their animals. Another family who lost their home have six children and thanks to the Harvey Norman donation we were able to provide them all with beds.

Generation Life Riverina Inc



“ Because of the Harvey Norman donation, a single mum we support was able to make her new rental house a home and is now looking forward to having her children back in full-time care.

The Salvation Army Bonnells Bay

Local hero, big impact

 **\$19,733,083**
WORTH OF GOODS
DELIVERED

 **1,437,517**
ITEMS MATCHED

 **396**
VIC CHARITIES &
SCHOOLS SUPPORTED

A big year for Victoria

With funding secured through Gandel Philanthropy, Good360 were able to successfully recruit our Victorian based Local Hero, Liz Henderson, and the roll out of Good360's Community Redistribution Partner (CRP) Program.

Liz has been instrumental to Good360's growth in Victoria. In FY 19-20 Liz has helped grow Good360's Victorian member base by 156% and has engaged 6 new donors.

In FY 19-20 DHL donated 86 pallet transport spaces to Victoria helping Good360 reduce the cost of shipping and our carbon footprint. All together DHL helped deliver 97,893 items worth \$727,840 to Victorians in need.



Liz Henderson and Elisa Mineo at Servants of the Two Hearts

New donors

Early in January 2020, Liz was able to work with her contacts at the Spotlight Foundation to bring on new donor Anaconda. Anaconda donated 400 sleeping bags which were able to be connected directly to the St Vincent De Paul Society Victoria to provide emergency bedding for bushfire victims.



“ Good360 has given Spotlight and Anaconda a platform to handle excess product while fulfilling our corporate social responsibilities effectively. We formed a powerful partnership with Good360 during the bushfire response in Victoria in 2020. Good360 was able to identify the urgent need and Spotlight and Anaconda were able to provide the necessary product. Having a Good360 presence in our state meant we could respond immediately and effectively during this time of crisis. Spotlight Foundation



“ Thanks to The Body Shop and Good360 we were able to bring a smile to the faces of young people and families impacted by the East Gippsland fires. Uniting Victoria Tasmania



“ Students love the fun Minions add to their maths activities, by using super cute toys to help them learn. Our school would not be able to afford to purchase the large quantity of these at regular retail price, so we are very fortunate to have had this opportunity.

Red Cliffs East Primary School

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

 **\$10,433,048**
WORTH OF GOODS
DELIVERED

 **1,066,342**
ITEMS MATCHED

 **379**
OLD CHARITIES &
SCHOOLS SUPPORTED

Jeanswest

Building on the success of BIG W's local store program, Good360 partnered with Jeanswest to bring a new Local Store Donation Program Australia-wide.

In Queensland Good360 connected 18 stores to local member charities and schools delivering 5,452 brand-new items into local communities.

“Through our partnership with Good360, each of our Australian stores were able to be paired with the local charity in the most need for clothing. The relationship with Good360 has allowed our store teams to be a part of the company initiative by being able to develop a local community connection.

George Yeung,
Jeanswest Aust/NZ Managing Director



Goodstart

Good360 partnered with Not for Profit Goodstart to provide 670 of their early education centres with pallets of educational resources.

Childcare educators were on the frontline during all of 2020 providing quality education to children, they didn't close, they were essential workers supporting Australian families. Good360 recognised this and worked with Goodstart to provide 13,992 thank you packs for every educator as part of 'thank you' week.

“Our most important resource for our children is our educators. With the help of Good360 we were able to help our educators by offering them additional resources. Each centre was able to receive 16 boxes of brand-new learning resources and this was one-way Good360 was able to help us say thank you.”

Sue Robb OBE, Pedagogy and Practice General Manager, Goodstart



“We would like to say a big thank you for the wonderful resources and our amazing make up packs. We wasted no time in opening and dispersing the items through our service!!

Goodstart Early Learning McDowall

Free Shipping boosts impact



\$4,454,749
**WORTH OF GOODS
DELIVERED**



521,128
ITEMS MATCHED



124
**WA CHARITIES &
SCHOOLS SUPPORTED**

It has been a tough year for Australians with the bushfires, floods and COVID-19. Good360 worked hard to make sure we could support the communities most affected by offering disaster affected communities FREE Shipping and Handling. This made a big impact in WA, without the added cost of Shipping members were able to order what they needed, when they needed it.

In FY 19-20 there was a 156% increase on FY 18-19 orders, with 72% of orders receiving free Shipping and Handling.



“ Our heartfelt thanks to Good360 for making this possible. The joy and assistance you help us to bring to school kids is priceless.

[Give Write](#)



“ Thanks to Good360 we were able to receive \$66,812 worth of brand-new furniture and clothing completely free! These items made such a difference to families, clients and our community members.

[DreambuildersCare](#)



One to many

 **\$4,222,122**
**WORTH OF GOODS
DELIVERED**

 **381,015**
ITEMS MATCHED

 **114**
**SA CHARITIES &
SCHOOLS SUPPORTED**

In South Australia many of our members create hampers for their local communities. Good360 are able to support these efforts by providing the non-perishable goods such as sanitiser, hygiene goods, toiletries, clothing and toys to fill the hampers. Good360 has all the big-name brands for their packs on scale and in volume. We are one to many.

Colgate-Palmolive donated 14,111 items including toothpaste, oral care packs and cleaning products to 8 member charities in South Australia. This brought a massive relief to charities like Puddle Jumpers Inc who handed out toothpaste with all their goody bags, 'We were extremely grateful for the pallet of toothpaste, due to our supplies becoming scarce because of COVID-19 as the number of people we were helping increased.'

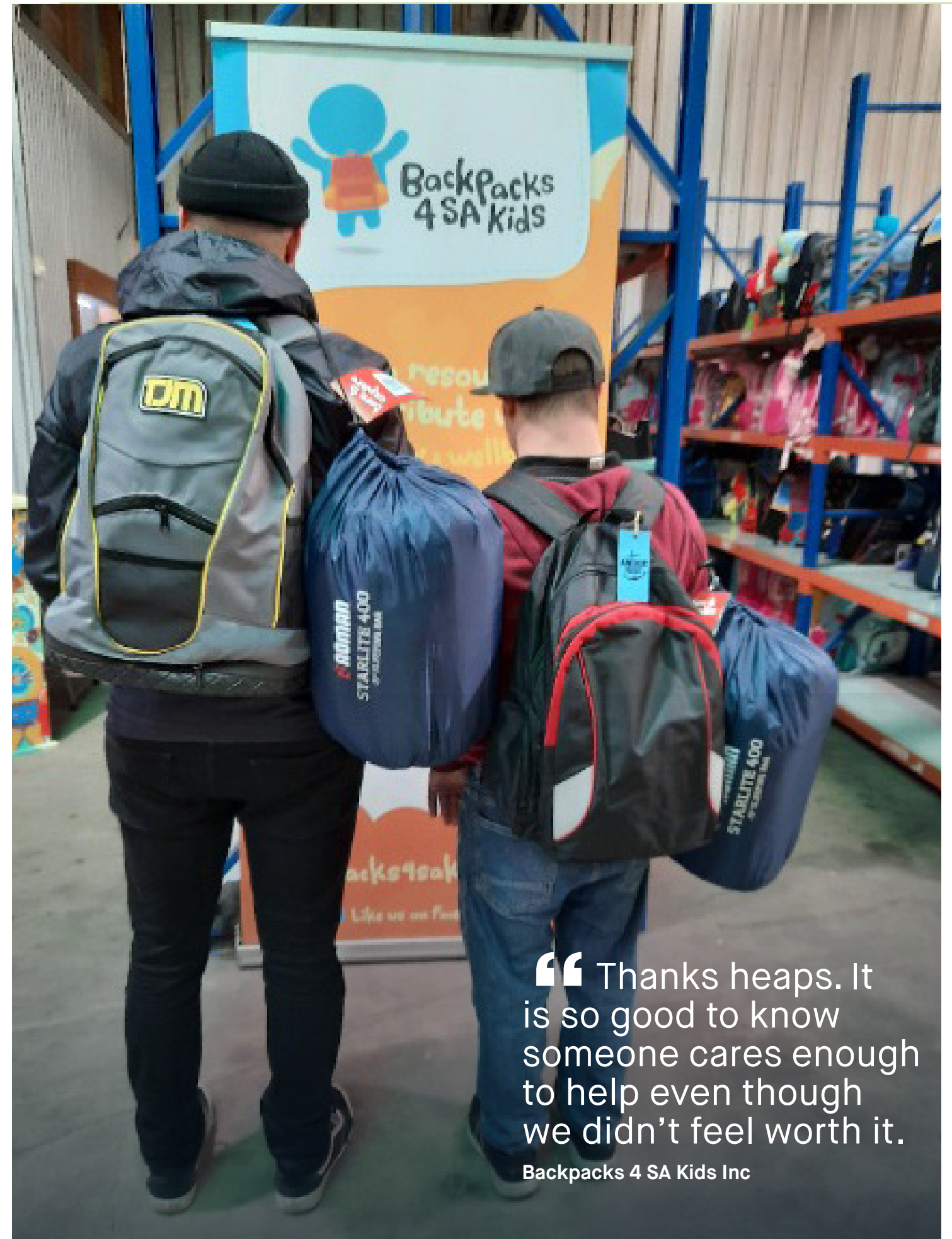


“Caring at Colgate means we take action where we can and we look for new ways to serve our communities. As part of Colgate’s efforts to help stop the spread of the COVID-19 virus, protect those on the frontline and assist people impacted by the pandemic, our teams around the world are focused on providing essential health and hygiene products to healthcare professionals, emergency medical workers and the most vulnerable populations. Through our partners at Good360, we were able to make a difference to local communities affected by the COVID-19 pandemic by providing essential health and hygiene products. Julie Dillon, Vice President & General Manager, Colgate-Palmolive



“ In collaboration with Good360 we managed to get lots of items to go into our care packs to be distributed to people in need. I just want to say thank you to everyone that is involved with Good360 for coming forward to help people in need here locally in South Australia.

Ali Kadir, State Manager - Human Appeal South Australia



“ Thanks heaps. It is so good to know someone cares enough to help even though we didn't feel worth it.

Backpacks 4 SA Kids Inc

More than excess

 **\$1,871,088**
WORTH OF GOODS
DELIVERED

 **179,818**
ITEMS MATCHED

 **29**
ACT CHARITIES &
SCHOOLS SUPPORTED

BIC

In response to the Black Summer bushfires BIC partnered with Good360 to help affected communities get back on their feet. BIC donated, packed and delivered to the assigned Good360 member charities and schools 2,004 Primary back to school packs, 1,008 Secondary back to school packs and 100 school admin packs worth over \$240,000. 120 of these packs worth \$9,060 went to members in the ACT to help children get back to school with all the goods they needed after the fires.

“Thanks to Good360 and their donors we have been able to support over 100 children with new school packs ready to return to their school or start a new school without feeling the stress of not having supplies.”

Roundabout Canberra

Direct matching

In 2020 Good360 received purposeful donations as well as surplus stock. This allowed us to help in the Disaster Recovery process and make sure we were getting the right goods to the right people at the right time. These direct matches assisted members like PCYC ACT who were able to provide a brand-new washing machine to one of their clients who had been struggling with mental health and required a helping hand.



Toys deliver smiles



\$549,126
**WORTH OF GOODS
DELIVERED**



50,885
ITEMS MATCHED



24
**NT CHARITIES &
SCHOOLS SUPPORTED**

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. In 2020, LEGO Australia donated 3,187 items to Australians in need. 36 of these LEGO kits went to 4 member charities and schools in the Northern Territory. LEGO is such a valuable item which will help these children to develop and learn through creative play.

“The LEGO kits were swept up by our charity partners because they recognised the value of the product and knew so many of the parents they supported, could never afford such things. I recall one client from the Salvation Army having a tear in her eye when she saw the LEGO, as she knew how much it would be appreciated.


**The Hon. Peter Chandler General Manager
Operations Foodbank NT**



Connecting local saves costs

 **\$1,307,686**
WORTH OF GOODS
DELIVERED

 **107,568**
ITEMS MATCHED

 **29**
TAS CHARITIES &
SCHOOLS SUPPORTED



The Wiggles, Good360 Founder and Managing Director Alison Covington and BIG W Managing Director David Walker

Good360, in partnership with BIG W, pioneered our Local Store Donation Program. This program allows local retail stores to be matched with our network of member charities and schools to pick up stores' surplus products.

Tasmanian members can incur higher shipping costs, connecting locally means that members can reduce their costs and stores can feel good knowing they're supporting their local community.

Three BIG W stores participated in Tasmania in the July 2019, February 2020 and May 2020 Local Store Donation Programs donating 81,137 items to their local community.

Through BIG W's Free books for kids' program 4,000 books were given out to 10 local schools. In total 88,000 books were donated to Good360 member charities and schools nationwide.

“ We are committed to supporting the communities we serve around Australia and aim to make a real difference for those families. BIG W's surplus is in geographically diverse locations and with Good360's network of charities and disadvantaged schools, we are able to get new items directly to those in need. 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



“ Life Without Barriers in Tasmania has been fortunate to work with Good360 and their Local Store Donation Program with BIG W. We have utilised donated homewares to set up new supported housing homes for people with disabilities and out-of-home care situations for at-risk young people across the state of Tasmania. The clothing and footwear has been donated to a wide range of young people, families and clients with disabilities and/or mental illness helping to support them through an extremely challenging year. Our partnership with Good360 and BIG W has allowed us to support people above and beyond what is normally possible and has had a great impact on the many individuals and families that we support throughout Tasmania.

Paul Booker Operations Manager Life Without Barriers Tasmania

Disaster Recovery

In January 2020 in response to the Black Summer Bushfires, Good360 established our Disaster Recovery program to further the work we had already done in response to the ongoing drought in 2019.

Good360's Disaster Recovery Program ensures the right goods get to the right people at the right time during all stages of recovery, providing hope and dignity to people adversely affected.

Our approach to Disaster Recovery is strategic and sustainable. We use a coordinated and collaborative approach, working with all organisations – large and small – to deliver what's needed at each stage of disaster recovery. Our goal is long term sustainable recovery for people and communities.



Drought

In 2019 Good360 collaborated with RAS Foundation and Royal Agricultural Society NSW to help rural communities affected by drought. Good360 were able to match 9,900 items of kitchen wear including crockery and glassware donated by Rockpool Dining Group with the RAS Foundation to go out to regional showground kitchens. The need was so great from these communities and to make sure no-one missed out Good360 reached out to our donors Trenton International to help fill in the gap and provide an extra 7,609 units of goods.



[Watch Video](#)

Black Summer Bushfires

The 2019–20 Australian bushfire season, colloquially known as the Black Summer, burnt an estimated 186,000 square kilometres, destroyed over 2,779 homes and killed 34 people. An estimated one billion animals were killed and some endangered species may be driven to extinction.

In the ongoing Disaster Recovery process Good360 has supported 287 members connecting 875,640 requested items to bushfire affected communities, at a total value of \$9.50M (RRP).



475,771
CLOTHING & UNDERWEAR



17,080
FURNITURE & KITCHENWARE



127,239
SCHOOL SUPPLIES



129,523
TOILETRIES, HEALTH & BEAUTY



16,165
BED & BATH



107,892
TOYS & ENTERTAINMENT



1,971
CLEANING SUPPLIES

COVID-19

COVID-19 created new challenges both for the charity and business worlds, and much closer to home. We all know someone who was impacted by COVID-19, whether it was through the loss of work, isolation, new working conditions, added stress or illness. COVID-19 had a severe impact on Australians, however, it also brought us closer together. 2020 was uncertain for businesses, they faced their own challenges, yet they still helped us gift a new book for an older person living alone, a brand-new toy for a child, home essentials for the family or a special gift for a parent. Funders, businesses and supporters stepped forward to offer Good360 an extra hand so we could deal with the additional demand for goods. COVID-19 reminded us all what really matters.



Our COVID-19 Impact

MARCH - JUNE 2019 vs.
MARCH - JUNE 2020

**2019: 398 CHARITIES
SUPPORTED**
**2020: 1,025 CHARITIES
SUPPORTED**

158%
increase

**2019: \$9.19M RRP
GOODS DELIVERED**
**2020: \$19.67M RRP
GOODS DELIVERED**

114%
increase

2019: 1,214 ORDERS SENT
2020: 2,028 ORDERS SENT

67%
increase

**2019: 0.99M ITEMS HELPING
AUSTRALIANS IN NEED**
**2020: 1.48M ITEMS HELPING
AUSTRALIANS IN NEED**

49%
increase

**2019: 314 NEW CHARITIES
JOINED GOOD360**
**2020: 869 NEW CHARITIES
JOINED GOOD360**

177%
increase



Board of Directors



Matthew Barnett
Board Chair



Alison Covington
Founder &
Managing Director



Jessica Cameron
General Manager &
Company Secretary



Peter Shorthouse
Non-Executive
Director



Georgina Byron
Non-Executive
Director



Adam Gordon
Non-Executive
Director



Camilla Collins
Non-Executive
Director



Peter Birtles
Non-Executive
Director

Good360 team

Our team members are our greatest asset. They are a passionate bunch who all have one common goal – to make good happen! The 'team' is not just the faces you see on this page, it has grown significantly over the last year to meet the demands of COVID-19 with 14 new roles and includes our office staff, warehouse team and skilled volunteers. The whole is greater than the sum of its parts, which results in a huge impact on Australians in need. Good360 works hard to create a fun, safe and inclusive work environment for our whole team.



Extra Leave Days

Good360 provides extra leave days to our staff members on their birthdays and during Christmas as a thank you for all their hard work throughout the year.



Our staff safety comes first

In March Good360 was among some of the first workplaces to shift to work from home and we immediately implemented new practices to keep our warehouse team safe.



Equality and Diversity

Good360 is an equal opportunity employer. We promote diversity and inclusion in all our hiring practices and volunteer opportunities.



Christmas campaign

Over
\$20.7M

Worth of orders

Items delivered

1.64M



4,337

Goodie bags delivered



Good360's #makegoodhappen Christmas Campaign continues to grow from strength to strength as we work towards a more inclusive Christmas for people in need.

In 2019 Good360 teamed up with BIG W and Moose Toys to make our Christmas Campaign a huge success! With 834 member charities and schools participating and ordering goods for their communities to gift over the festive season, it was a huge success.

Participating members were offered a \$400 discount on Shipping & Handling, providing at least \$4,000 worth of FREE brand-new goods. There was also an \$800 discount for Click & Collect participants, who could pick up \$16,000 worth of goods directly from our Smithfield Warehouse in Western Sydney.

We were absolutely thrilled to be able to match \$20.7M worth of brand-new goods to people in need Australia-wide and help deliver lots of Christmas smiles.

\$100M milestone event



In September 2019 Good360 Australia reached an amazing milestone – \$100 million worth of brand-new surplus goods generously donated by businesses and 10 million items connected to people in need.

We were fortunate to be able to celebrate this milestone with an event held at HLB Mann Judd in Sydney. It was a fantastic night attended by some of our very generous donors, funders, supporters,

volunteers, member charities and schools, board members and of course our wonderful staff. This was the perfect opportunity to reflect on all we had achieved and to thank all the people without whom this would not have been possible.

A special thank you to HLB Mann Judd, with special mention to Kim and Tania who kindly lent their time, venue, catering and experience for our celebrations.



Warehouse

In 2019 Good360's Warehouse was set to be redeveloped, providing an opportunity for our operations to move to a new site which would allow us to scale more efficiently.

The new warehouse space, generously donated by Good360 founding partner Goodman, presented some challenges for the team, chiefly the reduced floor space and the implementation of racking. The warehouse team were used to a large floor area and were required to adjust their processes. A new high reach forklift was needed to access the racking and staff required high reach training.

During this time Good360's Operations Manager and Inventory Controller had the opportunity to visit Toyota's Melbourne facility to learn the principles they implemented for improving their operations. Our team was then able to implement these principles when setting up operations at the new Good360 warehouse.

In 2020 the warehouse software had to be upgraded to cope with the need to have all individual product locations recorded, and everything went digital. This has helped the team be more efficient in day-to-day operation while still maintaining a less than 1% error rate.



Work for the dole



Steve Somo started as a WFD client and is now hired as Good360's Unit 7 Warehouse Supervisor

Good360's partnership with the Work for the Dole program operated between July 2019 until November 2019 when the warehouse was closed to move to our new premises. During that time Good360 accrued 6,432 hours worked with an average 23 participants working in the warehouse per month.

We were so dependent on the WFD program to help us in our normal operations of running the warehouse day to day and for major campaigns such as Christmas and our Birthday. WFD Clients worked in all areas of the warehouse from receiving to online, prepping stock, serving customers and unloading trucks.

The move to the new warehouse meant that there was a delay in starting up the program in 2020 as the builders made sure the space was fit for purpose. Once the warehouse was ready to start welcoming back Work for the Dole participants, COVID-19 prevented this from happening. This severely impacted the Good360 warehouse team and as a result new staff had to be hired to meet the labour shortage.



Tom Sawkins, Operations Manager at Good360 said:

"The WFD program has been successfully running for four years now and has assisted us greatly in our growth. Many clients have thanked us for teaching them how a warehouse worked, and I have given references to some who have gone on to get work in a warehouse. We have been unable to have the WFD return to our new premises due to COVID and are hopeful when COVID is back under control the program will continue."

Volunteers

965

Individual volunteer hours

818

Corporate volunteer hours

Volunteering is a highly valued element of Good360's success both within the warehouse, office and externally. Good360 has had amazing individuals donate their time and expertise across all head office teams to help us to continue to grow and succeed.

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 year Good360 hosted our first 'Impacted event' with 125 volunteers packing 50,475 make up packs worth over \$8.5M over 5 days to be distributed to 226 member charities and eligible schools.

Thank you to our corporate volunteers:

BIG W	Goodman
Atlassian	Commonwealth Bank of Australia
LEGO Australia	Green Furniture Hub
EY	CHEP
WINC	RASF
HLB Mann Judd	Emjay Insurance Brokers
Westpac	Evolve Housing
NAB	Active International
Google	Top Blokes Foundation
Kogarah Store House	Loscam
Department of Education NSW	

Winc

Some of our corporate supporters also volunteered at their own events, offices and warehouses. In early 2020, to help disaster affected communities, WINC hosted a packing event at their warehouse with 20 of their staff members packing 1,961 teacher, high school and primary school packs valued at \$249,635.

Check out their video to learn more.

[Watch Video](#)


Get involved

Give the Goods

Demand has never been higher. 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

Give a Donation

Donate \$5 today and we will send an Empower Pack filled with \$100 of goods to an Australian in need.

empowerpacks.good360.org.au

Give your Time

We have opportunities to volunteer as an individual or group at our Western Sydney warehouse, we look forward to seeing you there. Find out how to give your time.

good360.org.au/donate-your-time

Spread the word

Stay on top of the latest Good360 news and opportunities. Help connect us with people and businesses who want to #makegoodhappen. Like and follow Good360 Australia on social media.



Financial summary

	FY 2020 (\$)	FY 2019 (\$)
Revenue		
Grants	566,366	697,112
Charity fees for service	520,134	543,269
Donations and other corporate revenue	1,331,945	833,108
	2,418,445	2,073,489
Disaster relief-related funding	1,648,099	0
Total revenue excluding In-Kind	4,066,544	2,073,489
Expenses		
Professional fees	41,000	34,612
Administration expense	200,622	103,007
Shipping costs	203,671	104,860
Travel and meeting expenses	8,395	21,371
Credit and bank charges	20,056	21,966
Employment expenses	1,737,547	1,311,715
IT services	382,429	249,969
Other expenses	1,707	7,285
Marketing and promotions	38,782	28,100
Warehouse and storage expenses	85,911	12,879
Total expenses excluding In-Kind	2,720,120	1,895,764
In-Kind - Revenue	1,279,541	1,730,170
In-Kind - Expenses	-1,279,540	-1,730,170
Total comprehensive income for the year	1,346,425	177,725

Building capacity in Good360 creates impact in the lives of Australians

We are impactful

Every \$1 donated, we provided \$18 (RRP) of brand new essential non-food goods to Australians in need.

We are efficient

For every \$2 of cost we negotiated \$1 pro bono services.

We inspire

Our team of 17 (FTE)* employees delivered 384,341 items each to Australians in need.

*Good360 employs 30 staff = 17 FTE. Thank you to our generous funders for supporting 14 additional roles this year. Funding the wages for these roles provided millions of essential items to Australians in need in a year when it was needed most.

We innovate

We diverted 2,158 tonnes of brand new essential non-food goods from landfill, providing a solution for businesses to donate and not destruct.

We collaborate

We partner with over 3,000 charities, schools, product donors, funders and supporters to deliver \$134.41M RRP and 14.36M items to Australians in need.

Product donors



3M Australia
ABC Tissue Products
Acorn Media
Adventure Operations
Agoo Australia
Anaconda
APPA
APT Travel Group
Babes In Arms
Best & Less
Catch Group
Damco
DHL
Diesel
Dreambaby

Dyson
EdEx
Fisher & Paykel
Focus on Furniture
Foxtel
Garnier
Gijet
Giorgio Armani
GNS Wholesale
Havenhall
Hickies
ISC Teamwear
JB Hi-Fi
Kérastase

King Living
Kmart
Kogan
L'Oreal
L'Oréal Paris
La Roche-Posay
Lacey Lane
Ladelle
Lancôme
Laser
Lendlease
LG Electronics Australia
Linen House
LUSH



Manrags
Maybelline
Modibodi
Nappy Collective
National Heart Foundation
Neet Feet
Nine22 Apparel
NYX
Ontex
Oobi
Osvezi Activewear
Pacific Magazines
Partnerize
Penguin Random



House
Penline Mon Ami
PI Kids Media
Ralph Lauren
Redken
Roadshow Films
SC Johnson: Professional
Sherif
Shoes & Sox
Simba Global
Sogz
Sole Searching
Spotlight Foundation
Super Retail Group



TableTopics
Tangibility
TEE-ZED
The Body Shop
The Iconic
Trenton International
Until
Viktor & Rolf
Virgin Active
Workwear Group
Yatama Technology

Trusts, Foundations & Funders



Collier Charitable
Fund



JEANSWEST

L'ORÉAL
AUSTRALIA



NATIONAL PRESS GALLERY
MIDWINTERBALL



ONE
FINE
ONE
PROPERTY



Additional funders/sponsors: Mundango Charitable Trust, Norman Family Office

Pro bono supporters





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