

ANNUAL
REPORT
2020-21





Red Cliffs East Primary School



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

Rimern Inc

contents 2020-21

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The year in review

Australians were met with yet another year of hardship, COVID-19 saw further lockdowns, border closures, businesses forced shut and more Aussies than ever needing our help. In fact, the need for Good360 has never been greater. So, what did we do? What we do best! Our incredible team banded together with our generous donors to meet new milestones, launch new campaigns and top off 2020 as Charity of The Year. But this year had me thinking, what would happen if we weren't here? How do we ensure we keep growing to keep up with the need?

We kicked off the financial year with the inaugural launch of our **Empower Packs**. Sticking with our new model of 'purposeful giving', these care packages help service the demand for certain types of goods at key times of need, such as winter, Christmas and back to school. We asked Aussies to help us by donating just \$5 which would get \$100 worth of Empower Pack essential goods to people who needed it most. We were blown away by the success of this campaign, overall, **46,373 packs with over \$6.4 million worth of goods were matched**.

Just when we were riding the high of our Winter Empower Pack campaign, Melbourne was hit hard and plunged back into another long COVID-19 lockdown and Sydney wasn't

far behind. Once again, our team was back at it, inundated with requests for help. **We connected affected communities with millions of PPE, masks, hand sanitiser and everyday essential items.** Whilst by now we were all very familiar with the COVID-19 merry-go-round, this time round, the impact of COVID-19 was different - there was no financial or mental buffer, people had lost their resilience.

Many who would not normally ask for help, now found themselves part of the vulnerable community. People who we would normally lean on, to donate during times of disasters, now needed our help! This extra demand costs money. Money we just don't have. Of course, our incredibly generous donors came to the party and met need with goods, but the reality is, looking back, we needed more financial support.

Our small, dedicated team of 30 staff are tasked to service millions of Australians in need, and the financial costs to do what we do is exponential, especially given we receive no reoccurring government funding. From accepting and housing deliveries, packing millions of orders, covering freight costs to paying wages, keeping up with the ongoing demand is daunting. **We have the capabilities - we have the tech, we have the skills, we have the goods, we just need the funds to match.**

We rounded out the year on a high being named **Charity of the Year**, in The Australian

Charity Awards 2020, an accolade we are most proud of. It was a wonderful recognition of our hardworking team, our generous donors and the incredible impact we had made across Australia. **In early 2021 we were matching 13 items per minute to a person in need. By April we had hit a huge milestone of 20 million items connected to Australians, 6.6 million items just in this year alone** - a truly phenomenal achievement.

6 years ago we set out to help the planet by reducing waste, saving goods from landfill and connecting it to people who need them most. **Good360 has now connected over \$171 million worth of items to organisations and individuals, with the help of over 2800 charity and school members**, that's no small feat! But, as I sit here and reflect on our achievements on what was yet another tumultuous year, **I know the demand for Good360 is only going to grow, therefore we too have no choice but to grow.**

So, for the first time, I'm reaching out to you - our generous donors, our supporters, our friends and biggest champions to help us keep up with the growing demand. We're always open to receiving more goods, but we also desperately need funds to continue to weave our magic - **if you can, please help us, help more Australians.**

Alison Covington
Founder and Managing Director

For every \$1 donated, Good360 provided at least \$10_(RRP) of brand new essential goods to Australians in need.

We partner with over 3,000 charities, schools, product donors, funders and supporters to deliver \$171.16M_(RRP) and 21.05M 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 Goals

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



Christian Community Aid Service Inc



Homes North Community Housing



Cobbitty Public School



Infinity Community Solutions Ltd

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 focuses on these 6 goals to create impact within Australia.



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

Achievement to date:
\$185.69 million worth of goods donated by businesses to date.



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

Achievement to date:
Good360 is currently supporting **481 schools and colleges** in lower socioeconomic areas.



Match \$1 billion of brand-new goods to create equality and opportunities.

Achievement to date:
\$171.16 million worth of goods distributed to people in need.



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

Achievement to date:
Good360 has partnered with over **280 brands** so far to match surplus with need.



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

Achievement to date:
Good360 works with donors to match goods locally and is currently developing **new technology** to expand on this program.



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

Achievement to date:
A network of **2,842** Good360 member Not for Profit and disadvantaged schools supported Australia wide.



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



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

Small team.
Big impact.
Our team of
24 (FTE)
employees
delivered
277,507 items
each to
Australian
in need.*



* Good360 employs 30 staff = 24 FTE.
Thank you to our generous funders
for supporting additional roles.
Funding the wages of these roles
provided millions of essential items
to Australians in need.

How we work

Direct to Australians in need

Products matched, help restore dignity and hope to people in need.

Convenient Delivery

Members can pick up their order from a warehouse or have it delivered to their door.



Impact

Helping other Not for Profits and schools save time and budget by getting brand new good that they need for their programs.

Give the goods

Companies Australia wide share what they no longer need or have too much of.

Get the goods you need

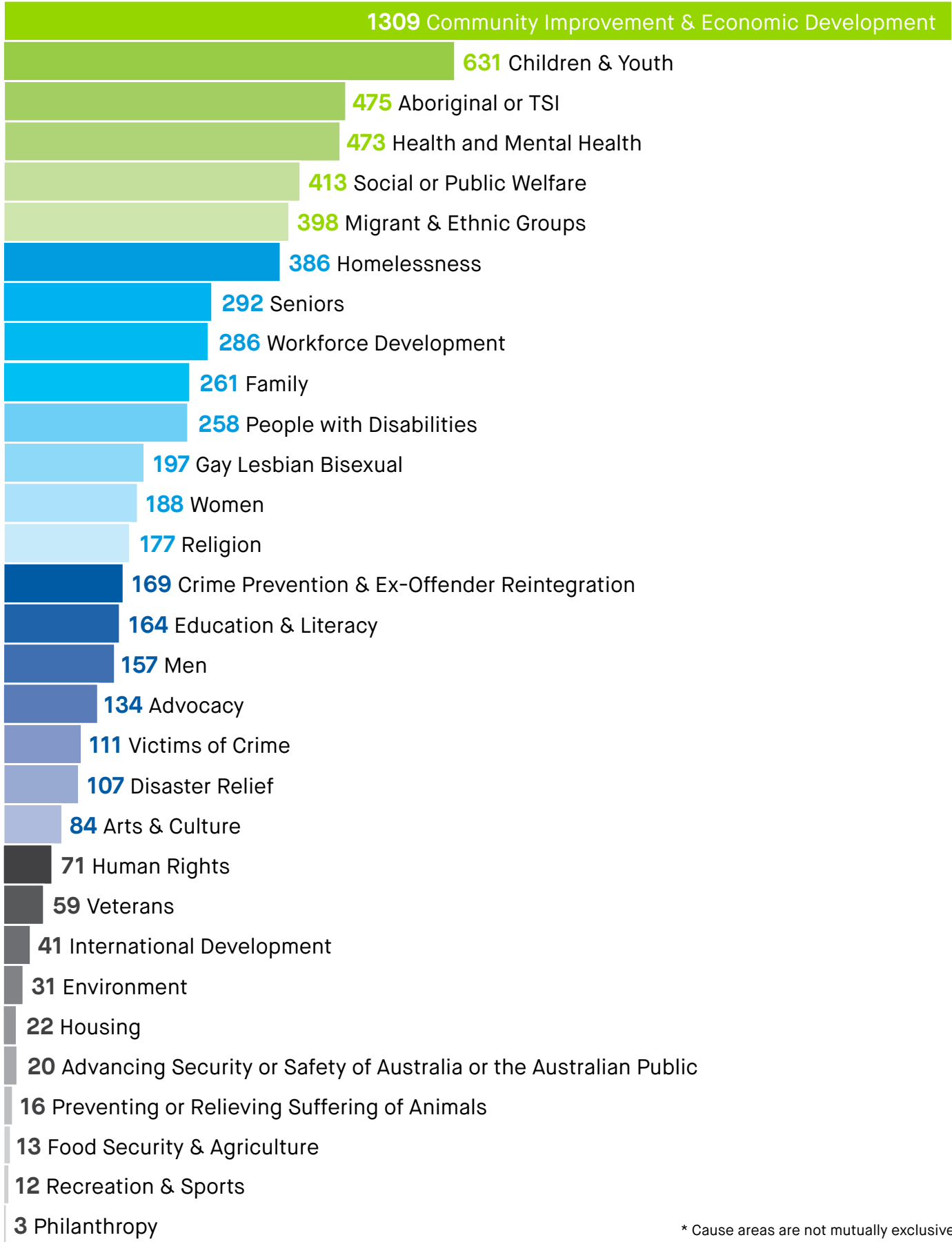
Not for Profits and schools register for a free Good360 membership and then order the goods they need.

24/7 online access

Members choose the brand new goods they need for their community.

Cause areas

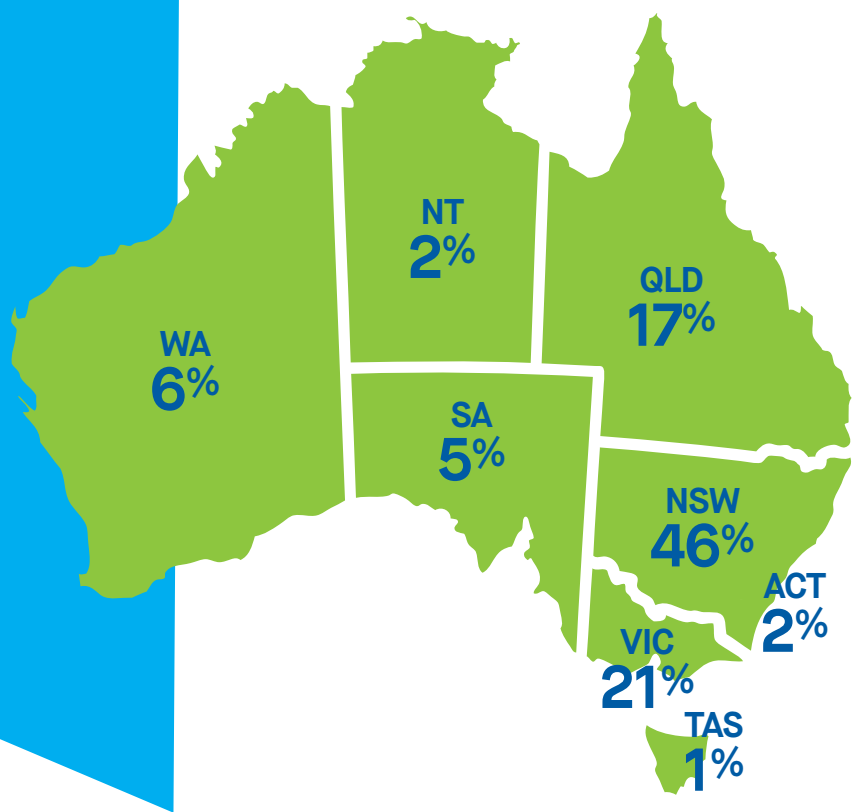
The 2,842 Not for Profits and eligible Schools we support are numerous and diverse. Here are the cause areas our network of members create impact in.*











* Cause areas are not mutually exclusive

Snapshot 2020 - 21

NATIONAL FOOTPRINT OF
2,842
MEMBER CHARITIES
AND SCHOOLS



CATEGORIES OF GOODS DONATED TO MEMBER CHARITIES AND SCHOOLS*

	Health, Beauty & PPE	26%
	Clothing	24%
	Home	16%
	Entertainment	13%
	Toys	12%
	Electronics & Office	5%
	Sports & Outdoor	2%
	Food & Other Items	1%

GRAND TOTAL 100%

* % of FY'21 \$RRP



\$

CUMULATIVE TOTAL

RRP OF GOODS DONATED
BY BUSINESSES

FY21: \$185,699,000

FY20: \$148,830,845

FY19: \$84,759,793



CUMULATIVE TOTAL

RRP OF GOODS DELIVERED
TO CHARITIES

FY21: \$171,165,688

FY20: \$133,903,187

FY19: \$59,598,471



CUMULATIVE TOTAL

ITEMS DELIVERED
TO CHARITIES

FY21: 21,054,744

FY20: 14,394,430

FY19: 7,880,939



CUMULATIVE TOTAL TONNAGE

FY21: 3,176

FY20: 2,314

FY19: 1,222

Timeline

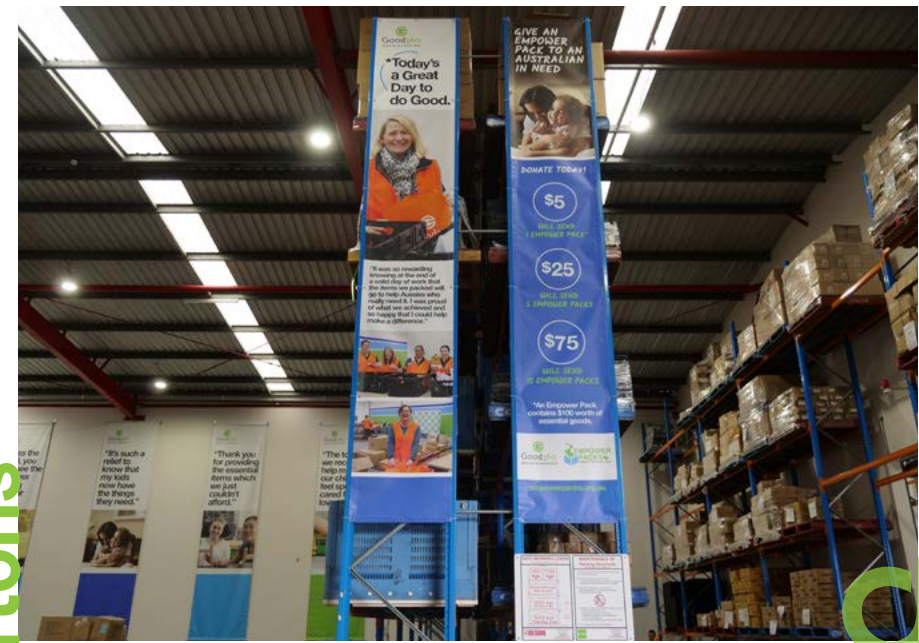
<h2>July</h2> <ul style="list-style-type: none"> Click Frenzy charity partner Inaugural Good360 Winter Empower Packs campaign Awarded CBA Community Grants 	<h2>August</h2> <ul style="list-style-type: none"> Westfield Local Hero – Finalist Alison Covington oOh!media support for Good360 Empower Packs campaign 	<h2>September</h2> <ul style="list-style-type: none"> 15,000 Good360 Empower Packs distributed to people in need Senator Hollie Hughes visits ReDistribution Centre 	<h2>October</h2> <ul style="list-style-type: none"> 12 Days of Christmas campaign launched to members Catch of the Day book proceeds (50%) to Good360 Launch Good360 Christmas Empower Packs campaign 
<h2>November</h2> <ul style="list-style-type: none"> Today Show live crosses from ReDistribution Centre Distribution of hand sanitiser at State of Origin – Sydney 	<h2>December</h2> <ul style="list-style-type: none"> Good360 named 2020 Charity of the Year Sanitiser Santa keeps people COVID safe 	<h2>January</h2> <ul style="list-style-type: none"> Launch Good360 Back to School Empower Packs campaign Chris Bowen MP visits ReDistribution Centre Australia Day Live event, distribution of hand sanitiser to frontline workers 	<h2>February</h2> <ul style="list-style-type: none"> oOh!media screen installed at ReDistribution Centre Good360 Back to School Empower Packs distributed to people in need 13 items a minute matched to people in need 
<h2>March</h2> <ul style="list-style-type: none"> Celebrated our 6th birthday NSW/QLD Floods recovery campaign NSW Women of Excellence Award - finalist Alison Covington 	<h2>April</h2> <ul style="list-style-type: none"> We hit 20 million items matched to people in need Illawarra Innovation Quest 2 - Good360 winner 	<h2>May</h2> <ul style="list-style-type: none"> NSW Parliament House hosted packing day for volunteer week Launched Good360 Winter Empower Packs campaign 2021 Connecting Up NFP Tech awards – Good360 wins Innovator of the Year 	<h2>June</h2> <ul style="list-style-type: none"> Double win at The Circle Awards 2021 AUS & NZ Lotterywest Grant for WA Partnership Manager 6.6M items matched to Australians in need in FY21 



3
9,793
orders



129,158
cartons



6,660,188
items



ReDistribution Centre

This financial year proved very challenging for the ReDistribution Centre team, like many other businesses COVID-19 meant we had to change how we did things to ensure the safety of our team, volunteers and members.

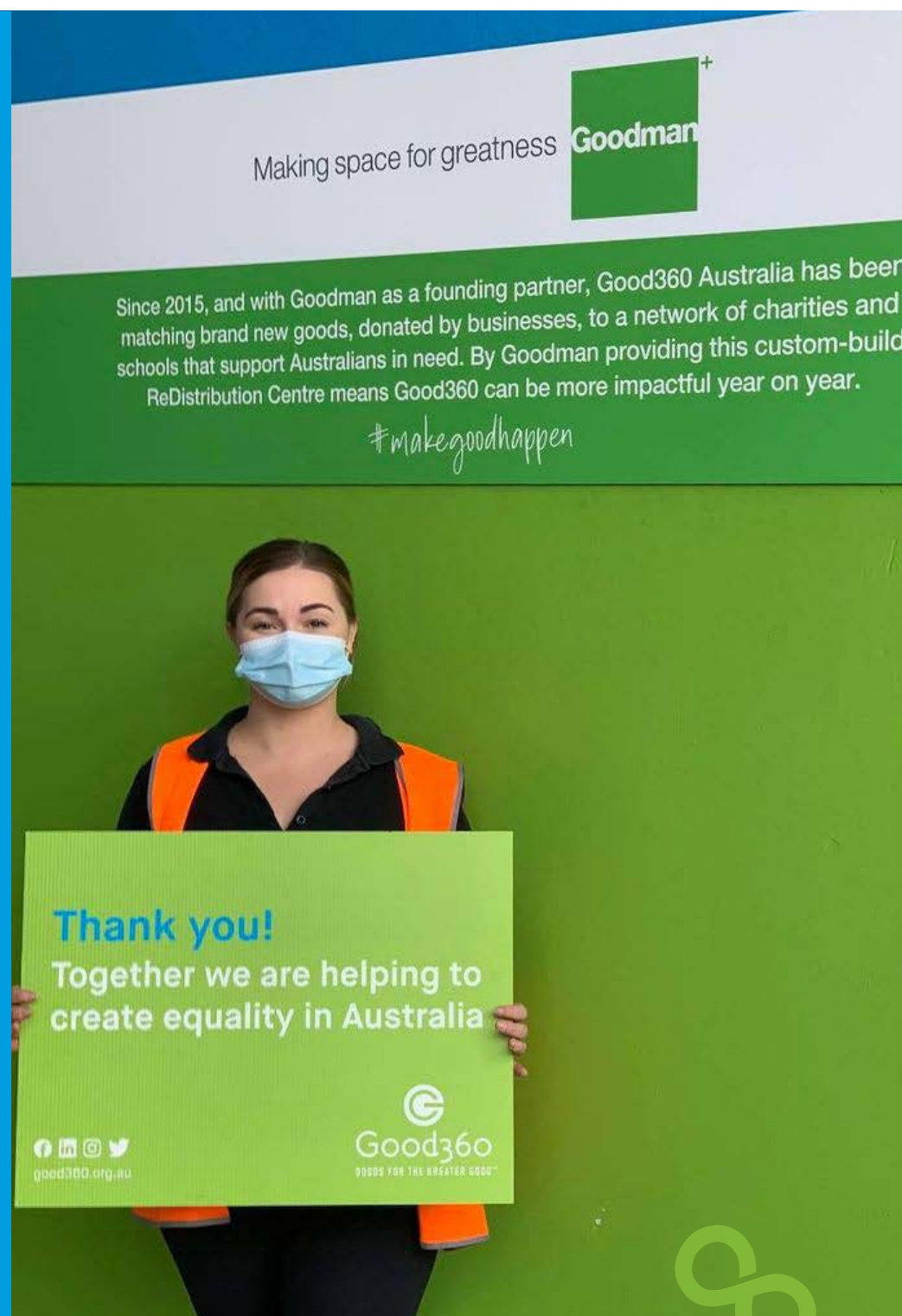
To ensure the safety of our team and members Good360 revamped the warehouse layouts and packing stations to accommodate the square metre restrictions. The team also introduced COVID-19 check in procedures, temperature checks and had to adapt to operating with reduced or no volunteers. During COVID lockdowns our ReDistribution team of 9 were spread

across our 4 warehouses having to cover all elements of packing and distribution without any volunteer workforce to help. These changes stretched the teams capacity like never before as preparing, packing and dispatching orders became that much more challenging. While our capacity at our ReDistribution Centre was reduced, community demand

for goods was peaking due to COVID-19 impacting Australia's most vulnerable communities. Orders were increasing and even while the team was stretched, they continued to ensure they got goods out the door to help our members.

“ I am very happy that at no time did COVID-19 stop us from continuing to support the charities and schools that have come to rely on us. All our staff followed the rules and restrictions around COVID -19 to keep our workplace safe, it's a credit to everyone.

Tom Sawkins Operations Manager



Partnerships help us grow our impact

Our logistic partners supported our ReDistribution Centre grow our impact this year, helping us improve our procedures and customise our warehouses to increase efficiencies.

Toyota worked with the team on a pro bono project to help us rework our warehouse layouts to maximise process flows, storage efficiency and reworking our packing space layout, doubling the capacity.

Good360 has been working with CHEP and Loscam to provide pallets and crates for our ReDistribution Centre to help with our packing and dispatch processes. This pro-bono support has been invaluable and allowed us to grow our impact.

Good360 found that after 18 months in our new warehouse, the racking originally installed was not optimised best for our picking and dispatching procedures. We contacted Dexion who installed the racking and spoke to them about our concerns, they agreed to help us resize our racking for 90% of our warehouses for no cost, saving us approximately \$5,000.

We truly appreciate the support of our logistic partners who see the value in the work our ReDistribution team does to help Australians in need across the country. Thank you for your support and being part the Circle of Good.

ReDistribution Centre gets a new look

Good360 has had continued support from Goodman to set up our new 4,500 SQM warehouse spaces when we moved to the new Smithfield location in 2020.

Once the ReDistribution Centre was set up we had the opportunity to give this blank space a new look making it welcoming to all our volunteers and visitors.

We painted our brand colours in our volunteer warehouse, incorporated break out spaces, lunch areas, added new hanging banners and decals showcasing Good360's impact. We designed new signage making it easier for visitors to find our reception area and for members using our Click & Collect service.

Our reception space was designed to incorporate our values and impact with decals on all 3 walls making it an enjoyable and informative space.

We also created a breakout space to run safety demonstrations and welcome our volunteer groups before they enter into our ReDistribution Centre.



Ways to give

 **\$20,174,084**
WORTH OF GOODS
DELIVERED

 **3,894,625**
ITEMS MATCHED

 **825**
NSW CHARITIES &
SCHOOLS SUPPORTED

Our donors continued to stand with Good360 as disasters ravaged Australia. Our network of businesses offered purposeful donations of essential goods at all stages of the disaster recovery process, ensuring the right goods were matched to the right people at the right time.

BIG W was a key donor during the NSW and Queensland floods. BIG W changed how they work with Good360 to ensure that Australians impacted by the floods had what they needed as they started their journey on the road to



recovery. BIG W worked with their supply chain to source Good360's top requested items, such as bedding, hygiene products and back to school items. All these goods were then sent directly to our ReDistribution Centre to be merchandised and put online quickly for our members to access.

The kindness of BIG W didn't end there. They also offered gift cards to Good360 members to be able to go instore and shop for their flood affected communities. This opportunity allowed \$75,000 worth of gift vouchers to

be distributed to members in communities that had been hit hardest by the NSW and QLD floods. Members were overjoyed to be able to go into their local store and access what they needed to help people get back on their feet.

The flooding happened during the Easter holidays and BIG W ensured that there was joy all round by partnering with LINDT to donate over 90,000 Easter eggs for Good360 to match to people in need.





“Hearing about the devastation the floods had caused to our members and their communities, was heart breaking! The members who received the BIG W vouchers were empowered to purchase exactly what was needed for their community impacted by flooding. Members appreciated the instant support that they were given and the ability to choose the goods they desperately needed during that difficult time.

To hear the joy and sheer relief from our members, that they could help their community was humbling. I'm grateful to be part of Good360 and make impact to so many lives during times of disasters.

Helen Kontis Partnership Manager



“We accessed brand new work boots through Good360 for our young people, so they were safe to help with the Hawkesbury Valley flood clean up on the turf farms in Pittown, Freemans Reach and Windsor. They cleaned up debris and irrigation pipelines that had washed onto the turf farms. Thank you to Good360 and BIG W for your kind donation, you have really helped out our wonderful young people in our program.

Rufftrack Limited

Regular donations provide certainty



As Good360 continues to grow, we are seeing that there are key categories of items that are constantly in high demand. This puts pressure on Good360 to keep up with demand to serve our members and find product donors who can provide these essential items.

This year we have started to see the business sector respond to this need and create regular donations which provides certainty to our members that they can access what they need, when they need it.

Tempur, one of Australia's leading mattress brands reached out to Good360 and wanted to give back to the community and have a long-lasting impact. They worked with Good360 to set up a quarterly giving program of mattresses which would be drop shipped direct to our members. This type of regular purposeful giving has been crucial in ensuring we can keep up with demand and serve all Australians in need.

Tempur are focused on the program having a national reach and long-term impact to ensure everyone can sleep in comfort. Receiving such high-quality brand-new mattresses has been thrilling and at times emotional for our members. We are thankful to Tempur for responding to the demand in the community and we look forward to continuing to run this program so everyone can sleep easy.





Thomas Acres Public School



“ It has been such a highlight for me to be able to provide brand new, top of the range mattresses to some incredible charities. My favourite was a women’s services organisation setting up a new domestic violence shelter in Melbourne. It was a game changer for this organisation as the donations seriously reduce the capital expenditure in a major build. It is also gratifying to supply such high quality product to people at probably their lowest point.

Liz Henderson Partnership Manager

“ When offered these items we knew that our clients would benefit immensely from brand new luxury mattresses. Sadly, many people living with HIV are still at risk of experiencing homelessness. We also have many clients who are long term survivors of HIV with complex health care needs and survive on a disability pension. Although we offer emergency financial aid, we aren’t always able to meet all of their material aid needs. The four mattresses that we received were delivered to clients who are connected to our Community Support team, Housing Plus team and recipients of the David Williams Fund. For some clients it was the first time they have ever had a new mattress. For another client it could not have come at a better time, as he was just being released from hospital after a long stay of over six months. It has already helped improve his sleeping and health condition. Our volunteers at Thorne Harbour were delighted to be able to help deliver the mattresses and provide that personal touch by helping set up bedding and remove old furniture. Thanks Good360 & Tempur!

Thorne Harbour Health

The right goods to the right people at the right time



\$3,937,791
WORTH OF GOODS
DELIVERED



773,390
ITEMS MATCHED



365
OLD CHARITIES &
SCHOOLS SUPPORTED



Drought Angels

Multiple disasters and now the COVID-19 pandemic saw people reaching out for help in Queensland like never before. Timing is everything and this new partnership came at just the right time to help.

Master Lock partnered with Good360 as part of their 100 year celebrations to support vulnerable individuals and communities. The high-quality durable locks provided piece of mind to regional communities that their valuable equipment and supplies were safe. This was a welcome relief to our members and came just in time for farmers looking to secure assets in the middle of a devastating mouse plague.



“ In celebration of its 100 year milestone as the leading global manufacturer of padlocks and related security products Master Lock has collaborated with Good360 matching a variety of locks to charities and underprivileged schools, helping keep communities safe. We worked closely with Master Lock to ensure their generous donation was matched to people who needed them most and was timed in line with their 100 year milestone celebrations. Purposeful donations such as these will continue to be necessary as disasters become more frequent in Australia.

Lani Wilson National Partnership & Merchandise Coordinator



“ Master Lock’s donation of 250 bike locks helped support farmers in need trying to get back on their feet after disaster. Support from Master Lock delivers not just an extremely useful item that can be used around the farm, the donation also carries with it a message of thanks and support.

Drought Angels

Funding provides local heroes



\$937,715
WORTH OF GOODS
DELIVERED



194,492
ITEMS MATCHED



109
WA CHARITIES &
SCHOOLS SUPPORTED

Good360 recognises that each state has its own unique needs and it's our responsibility to better understand these needs to best serve our members. This year we were successful in securing funding through Lotterywest to recruit a local Partnership Manager whose role will be to better serve our WA members and expand our membership base.

Roles such as these facilitate new and flourishing partnerships which enables us to help even more people in need. We are grateful to have received this funding and will be looking to expand on this strategy in other states so we can continue to grow our impact in communities nationwide.

We need your help. If you would like Good360 to fund a Local Hero in QLD, NT, TAS or ACT please email susan@good360.org.au





“ Good360 appreciates the funding support from Lotterywest to recruit a WA based Partnership Manager. This new role will enable Good360 to increase our WA membership as well as increase Local Store Donation partners to facilitate local community donations, to help people in need in Western Australia.

Similar roles in NT, QLD, ACT and Tasmania will follow, as we plan to replicate this successful strategy to increase impact across all states and territories.

Susan Wallis Engagement Advisor



“ With our donation of sunscreen we were able to ensure that every time we put on an event for our Foster Children and Foster Carers that they are fully protected from the harsh rays of the WA sun. Thanks once again Good360; without donations like this we wouldn't be able to support our unique community.

The Foster Share Shed Incorporated

Nambour Community Centre

Not forgotten



\$1,468,433
WORTH OF GOODS
DELIVERED



198,017
ITEMS MATCHED



104
SA CHARITIES &
SCHOOLS SUPPORTED

Good360 continued to see high demand for PPE and hand sanitiser, as COVID-19 pushed up prices and panic buying continued to make availability difficult.

Our member charities and schools have struggled to get these critical goods to remain operational and to protect the vulnerable communities they serve.

Sadly, we started to see members have to close doors and stop programs as they couldn't continue operating safely for their staff, volunteers and clients. Thankfully Good360 was able to partner with Cole Workwear to help us provide hand sanitiser in large volumes to our members.

Cole Workwear generously donated 946,341 units of hand sanitiser, antibacterial wipes and face masks, which allowed certainty to our members that they could keep themselves and their clients safe.

Donations like these have been critical at ensuring that in times of disaster everyone has equal access and recovery can happen equitably within the community. Good360 are always looking for partnerships within the retail sector to be able to provide critical support during times of disaster.



Best Employment



“ Good360 aims to solve business problems and support vulnerable communities. What we do and the impact we have achieved would not be possible without our wonderful corporate partners. No matter the size or type of the donation we strive to find solutions for our partners through matching the product with dignity to Australians in need.

Kate Seares - Burnside Head of Business Development

We need your help. Our goal is to match \$1 billion of goods by 2025.

Our most in-demand goods:

- Toys • Toiletries • Electronics • Homewares • Clothing • Office/School Supplies
- Infant supplies • Sporting Equipment • Cleaning Supplies • Whitegoods

If you have goods to donate please email kate@good360.org.au



Human Appeal Australia Community Care Limited



Human Appeal Australia Community Care Limited

“ Human Appeal Australia proudly launched the HOPE Campaign in 2020. The campaign is dedicated to helping seniors who are isolated or on the edge of isolation due to the COVID-19 pandemic. In addition, the project provides social calls, interaction with the seniors, essentials packs including food items and hygiene kits. These seniors are on their own, they are struggling to interact with society with the current social distancing advice and learning how to stay safe.

Human Appeal Australia would like to thank Good360 Australia for their generous donation of the Cole Workwear hand sanitisers and face masks. Those items were part of the hygiene kits delivered to seniors since 2020. With the generous support of Good360 and the many respected donors, HOPE Essentials Drive is projected to be available throughout the COVID-19 pandemic, as well as to the end of 2021.

Human Appeal Australia Community Care Limited

Children's basics provide a safe start



\$261,853
WORTH OF GOODS
DELIVERED



49,506
ITEMS MATCHED



29
ACT CHARITIES &
SCHOOLS SUPPORTED



Caring for a young child can be one of the most challenging times of your life and for many it is made even harder due to inequality in being able to access the goods they need. Good360 thankfully received, large scale donations from Colgate Palmolive providing essential hygiene items such as soap, shampoo, body wash and toothpaste. This enabled many of our members to access these high demand goods for their clients who otherwise might not have access to them.

We also hit a huge milestone with our generous partners at The Snow Foundation. The Snow Foundation is a founding supporter of Good360 and organised collaborative funding to help launch and establish the organisation and has since provided us ongoing core funding. Good360 has now received a total of \$1 million dollars in funding from The Snow Foundation which has enabled us to increase our impact and make good happen.

Without the generosity of supporters like The Snow Foundation, Good360 would not be able to maintain our operations nationally, so we would like to take this moment to thank all our supporters for being part of Good360's Circle of Good.





“ Good360 is a technology led organisation and requires constant funding to ensure our platforms are responsive to our member and donor’s needs, this is especially critical during high demand periods in disaster recovery.

Shawn Peter Head of IT



“ The Christmas Hampers we received from Good360 was an unexpected joy for our clients. Jared was thrilled to be able to take home a hamper to share with his family.

Technology for Ageing & Disability (ACT) Inc.

Quarantine boredom busters



\$436,275
WORTH OF GOODS
DELIVERED



55,936
ITEMS MATCHED



28
NT CHARITIES &
SCHOOLS SUPPORTED

The COVID-19 pandemic changed every part of our daily lives in Australia but the disruption to travel left many concerned if they would ever get back home. The Howard Springs Facility in the Northern Territory was set up to allow returning Australians to quarantine safely before returning to their homes. While the facilities were set up for medical safety, the limit on movement and lack of activities were difficult on young children.

Thankfully Save the Children were contacted to help support the young children and families who were in quarantine at the Howard Springs Facility.

Save the Children knew Good360 would be able to help them with this mammoth task and immediately spoke with their Partnership Manager to arrange a variety of toys and essentials to be shipped. The partnership with Save the Children resulted in the donation of 14 pallets of stock. This donation would support the creation of an education and activity pack for each child in quarantine at Howard Springs. Donated products included LEGO sets, age-appropriate books, and colouring pencils. These packs also provided essential care items such as toothpaste, sunscreen, antibacterial wipes and hand sanitiser for the families. These packs have been distributed to nearly 2000 children to date.



Save The Children





Save The Children



Save The Children

“ The Howard Springs Quarantine Facility is one of the first and only facilities in Australia to be accepting over 9,000 returning Australians from India. The facility is expected to admit an additional 2,000 people including returnees from a number of points around the world including London, Istanbul and South Africa.

Many of these families have experienced traumatizing situations and are now finding themselves in an isolating facility. To support families and children, Save the Children with the help of our partners Good360, LEGO, Disney and Officeworks are distributing more than 2,000 educational packs including a range of resources to keep children learning and playing, helping them cope through very difficult times.

Save The Children



“ At very short notice Save the Children were tasked with the welfare of returning Australian children into temporary quarantine. The variety of toys, books and LEGO supplied by Good360 made this experience bearable for over 2000 children and their families. Collaborating with Save the Children and DHL we matched 20 pallets of goods tailored to the needs of the arriving children within 21 days.

Natasha Bennett Partnership Manager

Children at play



\$96,6003

WORTH OF GOODS DELIVERED



13,674

ITEMS MATCHED



25

TAS CHARITIES & SCHOOLS SUPPORTED

Back to school has consistently been a time where many families need assistance to get their children school ready. This year Good360 created 15,000 Back to School Empower Packs filled with essential and brand new goods, such as books, pens pencils, water bottles, and sunscreen, to help families and children start the year on the right foot.

Creating custom Empower Packs requires coordination of stock from our generous product donors, repackaging from our dedicated ReDistribution team and volunteers, as well as marketing to make the packs available to our members.

The Empower Packs are sent out and distributed to our members across the country utilising a mixture of freight and Click & Collection options.

Our members were overjoyed to receive Back to School Empower Packs that were able to help children start school with everything they might need and reduce the burden on struggling family budgets.



The Salvation Army - Launceston Corps



The Salvation Army - Launceston Corps





“ We are very thankful for our generous partnership with DHL who provide free transport when we ship by the pallet. However we face a huge challenge that many of the deliveries to our charities and schools are by the carton. The courier companies who provide this service do not provide this for free or discounted. The demand for our service from charities and schools grew as communities were more vulnerable and our freight costs grew from \$203,671 to \$401,011. Charities told us that they could not have continued their services without our support.

Tom Sawkins Operations Manager



The Salvation Army - Hobart Doorways

“ Back to School is a challenging time for all families across Australia due to the ever increasing cost of living. The additional resources we received to provide for basic Back-to-School items through the Good360 Back to School Empower Pack items have been a sensational success, especially given there were some bonus toys inside the packs; it wasn't all about study, but also about the importance of being able to play!

Salvation Army – Hobart Doorways

The cost of transportation has increased by 97% and vulnerable communities need our support. If you can provide transportation or help fund this cost please email contact@good360.org.au



Disaster Recovery

The last financial year was accentuated by back to back disasters across Australia putting high demand on Good360 services.

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 method to work with all organisations to deliver what is needed at each stage of Disaster Recovery. Our goal is long term sustainable recovery for people and communities.

COVID-19

COVID-19 continued to change the lives of Australians creating a huge demand for Good360's services. Many people who would not normally ask for help now find themselves as part of the vulnerable community needing assistance, especially as states plunged into lockdowns from COVID-19 outbreaks.

Good360 continued to support our members with free shipping and handling on all orders for COVID-19 affected communities providing access to hand sanitiser, masks, PPE and everyday essential items.



Childhood Cancer Association Inc

“ Thank you Good360 for helping us to keep families safe! Hand sanitiser bottles are included as part of our Family Support Pack and given to every family whose child is diagnosed with cancer in SA, NT and country NSW & VIC and referred to the Childhood Cancer Association. Due to the child with cancer having a compromised immune system, families are already hygiene conscious. However, with the added stressor of COVID-19, families are even more vigilant about their hygiene than ever before. Therefore, having access to a hand sanitiser is vital for families and provides peace of mind. Being an organisation that does not receive government funding, we are so grateful for the support from Good360 and its product donors.

Childhood Cancer Association Inc



Best Employment Ltd

“ A recent delivery of sanitiser and antibacterial wipes from Good360 has been a massive help throughout all BEST sites. This has allowed us to ensure a COVID-19 safety protocol throughout our sites. We have also given job seekers and community members hand sanitisers to help them combat the risks involved with this virus. This has been a most essential product to keep our staff and community members safe across the New England, Far West and Southern Queensland areas.

Best Employment Limited

Good360 received short term funding over 2020 and 2021 to fund 14 new roles and offer free shipping and handling to charities and schools to assist people impacted by COVID-19. This funding allowed us to help thousands of Australians in need impacted by COVID-19.

Major events made COVID-19 safe

Good360 collaborated with large event organisers to help them operate in a COVID safe way and protect their patrons.

Safe Hands, Safe Fans – ANZ stadium

Good360 and ANZ stadium partnered to help keep fans safe at the State of Origin held in NSW. Good360 team of volunteers distributed 40,000 tubes of hand sanitiser on the night and had messaging on the large screens promoting our slogan **Safe Hands, Safe Fans.**



	393,013 CLOTHING & UNDERWEAR
	280,526 FURNITURE & KITCHENWARE
	240,289 SCHOOL SUPPLIES
	2,087,156 TOILETRIES, HEALTH & BEAUTY
	10,948 BED & BATH
	413,475 TOYS & ENTERTAINMENT
	122,755 CLEANING SUPPLIES

Australia Day Live Event

Good360 worked with NSW Government on the Australia Day Live event at Circular Quay in Sydney to keep all event participants safe by providing hand sanitiser and masks.

The event had exclusive tickets available only for NSW frontline workers as a way to say thank you for the tireless work they have done during the pandemic. The Good360 team and volunteers were at the entry points to the event and provided hand sanitiser and masks to everyone who wanted one to keep them COVID safe.

The team were grateful to be part of the event and to say thank you to our essential workers.



Mouse Plague

The summer of 2020 saw mouse numbers rise dramatically in regional eastern Australia. The conditions were just right and saw the mice numbers grow to plague proportions. This caused devastation for many farmers and regional towns whose property and livelihoods had been destroyed.

Good360 worked with our regional members who were supporting farmers and families who had lost property from the mice destruction, we matched essential hygiene products and cleaning supplies to help families get back on their feet.



Coonamble Neighbourhood Centre

“ Coonamble Neighbourhood staff have said that the products have been very helpful to the elderly members of the community during the current mouse plague. Thank you Good360 for connecting us with these donors and their products. Coonamble Neighbourhood Centre



3,660
TOILETRIES, HEALTH & BEAUTY



2,570
CLEANING SUPPLIES

Floods

Across the East Coast of Australia extreme rainfall started causing flooding in March 2021, this rainfall would sadly result in the destruction of many homes and communities. Good360 immediately knew we had to support affected communities and activated our Disaster Recovery program to help.

We worked closely with our members who were in the flood regions to find out what the community needed. Good360 held discussions with our product donors to source exactly what communities requested for the different stages of recovery. Our generous donors were pleased to give back to the flood affected communities and provided goods that were requested.



Camden Digital Arts and Culture Centre



One Door Mental Health



Windsor District Baptist Church Emergency Relief Inc.



Challenge Community Services

Empower Packs

Good360 created the Good360 Empower Packs campaign to help service the demand for certain types of goods at regular times of the year for our member charities and schools. We asked Australians to help us, for every \$5 donated a care pack filled with \$100 of essential goods is delivered to a person in need.

In 2020-2021 Good360 ran four Empower Packs campaigns, the first launched in winter of 2020, then Christmas, Back to School in 2021 and then winter again in 2021.

Each Empower Pack is a curated care pack for key times of year and for certain age groups. The packs provide a mix of essentials and gift items making distribution easy for our members. Our members have been thrilled to have Empower Packs available and have loved being able to give these prepacked goods to their vulnerable community clients.



Gladstone Mindcare

Winter

“Gladstone is currently experiencing a housing crisis that can result in homelessness and has seen an increase in mental health presentations at the Gladstone Mindcare Hub. Thanks to Good360, providing the Family Winter Empower Packs has provided some families doing it tough with some goods but more importantly, hope.”

Gladstone Mindcare



Leaderlife Ltd

Christmas

“The LeaderLife kids were so incredibly excited when the boxes of gifts from Good360 arrived. One young person said “Wow, look at all of this amazing stuff! Those Good360 mob must be good people. Imagine how happy this could make someone’s Christmas!”... and that’s exactly what the LEGO toys, Gildan T-shirts and Empower Packs did!”

The kiddos delivered the goodies around the community, giving gifts to their families, neighbours, and even strangers! These items helped us spread kindness, love, generosity, and Christmas cheer across the whole of Dubbo.

Leaderlife Limited



Shoalhaven Suicide Prevention & Awareness Network Incorporated

Back to school

“The Back to School Empower Packs are just fantastic and were given to groups of young people to help transition back into school life. The students really appreciated the contents which included sunscreen and water bottles which are always useful for everyday use.”

Shoalhaven Suicide Prevention & Awareness Network Incorporated



46,373
EMPOWER PACKS



686,677
ITEMS



\$6,424,321 RRP
WORTH OF GOODS

NSW Parliament House packing day

Good360 were honoured to be invited to NSW Parliament House to host a packing day for NSW Members of Parliament to recognise Volunteer Week 2021.

100 Empower Packs were created by Members of Parliament during the event which were distributed to people experiencing homelessness in the surrounding areas.

Good360 and our volunteers had wonderful conversations with Members of Parliament about the work Good360 does to help Australians in need and the importance of our dedicated volunteers who support our ReDistribution Centre and the critical work we do.





Matt Barnett
Board Chair



Alison Covington
Founder & Managing Director



Jessica Cameron
General Manager
& Company Secretary



Peter Shorthouse
Non-Executive Director



Georgina Byron
Non-Executive Director



Camilla Collins
Non-Executive Director



Peter Birtles
Non-Executive Director



Good360 Team

Our team 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, ReDistribution Centre team and skilled volunteers. The whole is greater than the sum of its parts, which results in 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.

Volunteers



7,158

Individual Volunteer Hours

Volunteers play a critical part in Good360's success both with our ReDistribution Centre and our Head Office. Good360 has had a record year with thousands of volunteering hours by amazing people who have worked towards helping Good360 grow and have greater impact.

We also would like to thank our very generous corporate partners who have taken time with their teams to volunteer at Good360 to help Australians in need.

3,942

Corporate Volunteer Hours

Thank you to our corporate volunteers:

Abacus Property Group	Koh
AMP	Kyani
ASIC	LEGO
Baptist Care	Mirvac
Blackstone	Mission Australia
Clarins	Mulesoft
Coreen	Nepean Community
Docusign	Northcott
Dooralong Salvos	Now We Collide
Eastcoast	Optus
Ezy Collect	Peoplecare
FMC	Salesforce
Gildan	Spirax
GSK	Tableau
Hawaiian Air	Trinity
HLB Mann Judd	Westpac
Interchange Illawarra	

Salesforce

Salesforce partnered with Good360 as the sponsor of our Winter Empower Packs campaign. Salesforce promoted the campaign and featured Good360 at their worldwide event Dreamforce.

Salesforce also supported our ReDistribution Centre team by having their employees volunteer both at our facility and off-site location as part of their end of year sales team celebration.

Their efforts led to 302 Salesforce employees volunteering 1,812 hours to help pack Empower Packs to go directly to people in need. This has been a huge support for our ReDistribution team who have been stretched due to the increased demand from the community.



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. good360.org.au



Give your Time

We have opportunities to volunteer as an individual or group at our Western Sydney ReDistribution Centre, 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 2021 (\$)	FY 2020 (\$)
Revenue		
Grants	1,121,340	566,366
Charity fees for service	670,369	520,134
Donations and other corporate revenue	1,338,177	1,804,211
	3,129,886	2,890,711
Disaster relief-related funding	356,721	1,648,099
Total revenue excluding In-Kind	3,486,607	4,538,810
Expenses		
Professional fees	(25,000)	(41,000)
Administration expense	(433,485)	(226,255)
Shipping costs	(401,011)	(203,671)
Travel and meeting expenses	(5,583)	(8,395)
Financial costs	(66,257)	(64,171)
Employment expenses	(2,137,159)	(1,737,547)
IT services	(372,184)	(382,429)
Other expenses	-	(1,707)
Marketing and promotions	(51,725)	(38,782)
Warehouse and storage expenses	(171,871)	(85,911)
Depreciation and amortisation expense	(721,365)	(479,461)
Total expenses excluding In-Kind	(4,385,640)	(3,269,329)
Operating (deficit)/surplus	(899,033)	1269,481
In-Kind - Revenue	1,590,294	807,275
In-Kind - Expenses	(1,590,294)	(807,275)
(Deficit)/surplus before income tax expense	(899,033)	1,269,481
Income tax expense	-	-
(Deficit)/surplus after income tax expense for the year	(899,033)	1,269,481
Other comprehensive surplus for the year, net of tax	-	-
Total comprehensive (deficit)/surplus for the year	(899,033)	1,269,481

Refer to note 3 for detailed information on Restatement of comparatives

Building Capacity in Good360 creates impact in the lives of Australians

We are impactful

Every \$1 donated, we provided at least \$10(RRP) of brand new essential non-food goods to Australians in need.

We are efficient

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

We inspire

Our team of 24 (FTE)* employees delivered 277,507 items each to Australians in need.

*Good360 employs 30 staff = 24 FTE. Thank you to our generous funders for supporting additional roles. Funding the wages of these roles provided millions of essential items to Australians in need.

We innovate

We diverted 862 tonnes this financial year 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 and product donors, funders and supporters to deliver 37.26M RRP and 6.66M items to Australians in need.

Product Donors



Accent Group	Clarins	HQ Melbourne	MNH	Salvos	Until
Accor	Cricket Illawarra	Huggies	Modibodi	SC Johnson	Upparel
APPA	CR8	Hurex	M24 Sports	Sobah Beverages	Veto Sports
APT Travel Group	Derivan	IRONMAN	Nans Tarps	SpinMaster	Virgin Australia
Archon Designs	Enable	Italtex	Nappy Collective	Spotlight Foundation	Visy
Ashtabula	Epicentre	Ive Group	Naturalena Brands	Stockland	White Glo
Ason The Label	Ezitag	Jeanswest	Nottage International	Sweet Designs	WHSmith Australia
Axis Toys	Freemantle Netball Assoc.	Joyce Foam Products	ODEO	Tangibility	Wye River SLSC
Bam & Boo Byron Bay	Goodman	Key Sun Laboratories	Oobi	Tempur	Yatama Technology
Baresque	Goodstart	Liberate Clothing	Oroton	Thankyou	
Beach Abode Living	GStar	Lindt	OTG Sports Apparel	The Alfa Collection	
Beyond the Boardroom	Go-To Skin Care	Linen House	Prime Capital	The Body Shop	
Bloom & Grow	Hachette	Love to Dream	Productology	The Myer Foundation	
Brand Promotions	Harrington Park PS	Maeraki	Products4You	Tuffwear	
Buckaroo	Heat Group	Mascot Kings Soccer Club	Promo Collection	TurnKey Promotions	
Bunnings	Hills Pet Nutrition	Master Lock	ProShaker	Trist Construction	
Capital-E	Honeycomb Agency	McPherson's	RUOK	U. Games Australia	

Trusts, Foundations & Funders



Pro Bono Supporters






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GOODS FOR THE GREATER GOOD™

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