





Good for businesses.
Good for charities and schools.
Good for Australians.
Good for our planet.

Hay War Memorial High School



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Good360 Australia acknowledges the Traditional Owners of Country throughout Australia. We pay our respects to Elders past and present.

Thank you to Good360 charity and school members for providing a large selection of the images for this report. Image quality will vary.



THE YEAR IN REVIEW

After two years of unprecedented pressure due to the pandemic, we desperately hoped 2022 would provide some respite for weary Australians. However, we were met with another year of turmoil – filled with natural disasters and financial pressures. For Good360 this meant buckling up for yet another year of millions of Australians desperately needing our help – something our incredible team is well versed at doing!

The term ‘vulnerable’ once mainly referred to the homeless, impoverished, endangered and sick. Now, two new groups fit the category: people whose homes and possessions have been destroyed by recent natural disasters and people who are barely staying afloat amid the skyrocketing cost of living.

And that’s without mentioning the ongoing effects of COVID-19.

Good360 has the capability and systems to help millions across the country, but I’m afraid that unless we secure more funding, we simply can’t scale fast enough to meet the ever-increasing demand.

Research from Deloitte that we released in March 2022 found \$2.5 billion worth of brand-new household goods are wasted each year. With more financial backing, Good360 can ensure that number decreases significantly and instead is put to good use! **Despite not receiving government funding, we achieved a lot in the face of adversity over the past 12 months, thanks to our incredibly dedicated team and generous donors.**

Like many businesses, our start to the year was far from ideal as a COVID-19 outbreak wreaked havoc, causing staff shortages and disruptions. But when floods ravaged South-East Queensland, the Wide-Bay Burnett and parts of NSW, we steeled ourselves to help shattered individuals, families and communities – because that’s what we do.

Being on the ground and seeing the destruction first-hand in Lismore was a truly eye-opening experience. Disaster recovery efforts take years and as we say, it’s about getting the right goods, to the right people, at the right time throughout all stages of a disaster. So, we did our due diligence in partnering with local organisations that are in it for the long haul.

Good360 celebrated its seventh birthday in April. So far, we’ve connected more than 33 million new items worth over \$296m to people in need via almost 3,500 non-profits and disadvantaged schools – and we’re just getting started. We’ve also undergone a brand refresh, making our mission statement ‘Helping people and the planet’ to better reflect our identity and wide-reaching impact. Winter brought further challenges with the flu running rampant before more floods in the Hawkesbury region and Victoria, combined with inflation, inflicted yet more pain and a new wave of Australians needing our support. For charities, this year also saw an increase in donor fatigue. Everyday Aussies are tired of hearing about disasters and sickness while dealing with their own problems in these trying times.

The reality is many individuals who once wouldn’t hesitate to reach into their pocket can no longer afford to part with their hard-earned money, even for the worthiest causes.

There is also less corporate support across the charity sector with businesses themselves doing it tough. Food-waste and rescue organisations are the tip of the charity iceberg and yet receive most of the government funding to provide material aid. **Unfortunately, charities like ours are seemingly overlooked below the surface, yet provide a critical service and charities’ communities have become more reliant on the essential items we provide.**

What we have learnt over the last few years is our charities and communities need access to food and this is perhaps 5-10% of their needs, but they also need clothes, furniture, whitegoods, small electricals, bedding, computers, health & beauty, cleaning supplies and toys – the list goes on. **Good360 provides all these other categories and we know there is \$2.5b of these goods available each year that go to waste.**

The three largest charities providing food for material aid received combined funding of over \$140 million*, yet **Good360 who provides all the other categories was required to meet this demand with funding of less than \$3.5M** – it was obvious we couldn’t meet this demand. After lobbying the Government for the past seven years, **we’re hoping the new government will provide Good360 with the necessary funding to assist the hordes of Australians desperate for our help.**

One of our proudest achievements this year was partnering with Finder to form the Laptop Launchpad initiative aimed at closing the digital divide. One in four Australians are digitally excluded, according to the 2021 Australian Digital Inclusion Index, and not having a computer is a tremendous disadvantage. With the pandemic accelerating online learning, students who don’t have a laptop are left behind.

Our goal by 2025, is to have one million used laptops pledged, 100,000 refurbished laptops distributed to people in need and \$10m raised to cover refurbishment costs – to ensure that no Australian student is left behind. So, as another festive season wraps up and we reflect on the past year, proud of our achievements and thankful to you, our generous donors, supporters, friends and biggest champions, **we ask that if you have the means, please consider donating to Good360 to help us continue to help Australians in need in 2023 and beyond.** Find out more about our current fundraising appeals: <https://give.good360.org.au/appeals>.

Alison Covington AM
Founder & Managing Director

*Source: [ACNC](#)



WHAT WE DO



Our Purpose

Good360 exists to reduce need and waste in our communities.



Our Mission

To ensure the excess goods and services businesses produce every year flow to people in need rather than going to waste and stressing people, communities and the planet.



Our Vision

Connect \$1 billion of brand new surplus goods to people in need by 2025.

UN Sustainable Development Goals

The Sustainable Development Goals (SDGs) are the blueprint to achieve a better and more sustainable future for all. Good360 works towards creating real change and achieving these goals through our work as a connector. 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: Nearly \$316 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 777 schools and colleges in lower socioeconomic areas.



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

Achievement to date: Over \$296 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 430 businesses so far to connect surplus with need.



Work to re-direct surplus and slow moving stock to Australians in need and improve logistics to reduce carbon emissions.

Achievement to date: Good360 has successfully diverted 6,240 tonnes of brand-new goods from landfill into the hands of Australians in need.



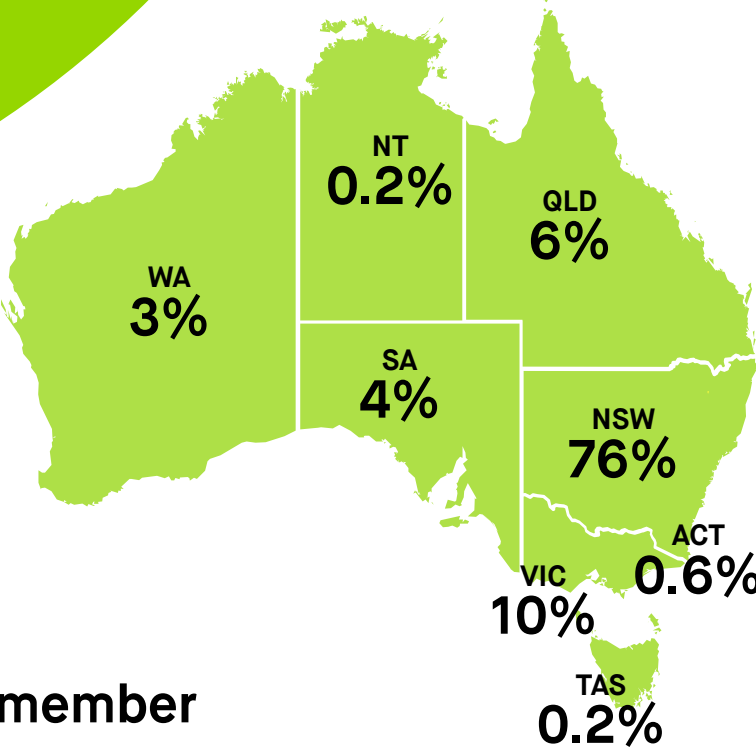
Collaborate not replicate. Work with Not for Profits and schools to amplify the impact of all parties.

Achievement to date: A network of 3,493 Good360 member Not for Profit and disadvantaged schools supported nationwide.

Snapshot 2022

3,493

National footprint of member charities and schools



CATEGORIES OF GOODS DONATED TO MEMBER CHARITIES AND SCHOOLS*

 PPE	3,279,135
 Clothing	1,051,496
 Toiletries	1,235,333
 Office/School Supplies	796,606
 Toys	488,826
 Homewares	200,012
 Cleaning Supplies	39,610
 Infant Supplies	36,698
 Sporting Equipment	8,395
 Electronics & Whitegoods	3,253

*Quantity of items donated in 2022



\$93,650,000

RRP of goods donated by businesses



\$87,555,136

RRP of goods donated delivered to charities and schools



7,139,364

Items delivered to charities



936,500

Lives impacted



1,534

Tonnage

2022 Timeline

HIGHLIGHTS BY MONTH



Operations Manager Tom Sawkins (middle), Head of Government & Philanthropy Susan Wallis (right) accepting the Community Pride Award from Councillor Lisa Lake, Mayor of Cumberland.

January

Good360 won the Cumberland Council Community Pride Award for our work during the previous year, providing aid during the COVID-19 lockdowns.



Alison Covington AM (middle) touring the RDC with Labor MPs.

May

We hosted Labor MPs including the Hon Chris Bowen MP for McMahon and NSW Leader of the Opposition Chris Minns MP to emphasise the importance of our work in helping disadvantaged Australians.



Member Kylie from Cabramatta West Public School picking up books for her community.

September

Thanks to Booktopia, we were able to host an exciting Pick & Pack Day for some of our local members to pick up free books and other goods.



Students from Nimmitabel Public School with their donations of new stationery.

February

Thanks to donations from BIG W, we packed 1000 backpacks for kids going back to school.



Alison Covington AM receiving her Order of Australia medal.

June

Founder & MD Alison Covington was appointed Member of the Order of Australia (AM) as part of the Queen's Birthday Honours list for her service to social welfare and sustainability programs.



Lutheran Care with donations of new LEGO for Christmas hampers.

October

With exciting new donations of LEGO reaching our doors, we held a huge drive for our members to order.



Founder & MD Alison Covington AM (right), speaking with residents of Lismore.

March

Flood waters began to rise in New South Wales and Queensland due to the La Niña weather event. Good360 began directing goods to flood-affected communities.



Students from Hay War Memorial High School with new donations for their community.

July

We reached 30 million items connected since 2015!



A laptop generously donated from Schneider Electric.

November

Launched a new project with Finder, Laptop Launchpad, aiming to have 1 million refurbished laptops pledged by 2025.



The Good360 Team gathered in our Smithfield ReDistribution Centre.

April

We celebrated our 7th Birthday! Our team members joined us in Sydney for a week of celebrations and learning, plus our 7th Birthday Event at the RDC.



Good360 Team on-set filming the new TV commercial.

August

The team came together, along with some kind volunteers, to film an exciting TV commercial reaching your screens in early-2023. Stay tuned!



Jason Owen from Doin It For Rural Aussie Kids meeting with their matched BIG W store.

December

Matched our charity and school members with local BIG W stores for the annual BIG W Giving Tree, helping to spread Christmas cheer with the help of BIG W's generous customers.

CELEBRATING OUR 7TH BIRTHDAY



In April 2022, Good360 celebrated seven years of operation since launching in 2015, and 28 million items distributed to Australians in need. The Good360 Team, including team members interstate and overseas, came together for a week of learning and celebrations.

The Birthday Event was planned in collaboration with Public Relations students from the University of Wollongong, who completed this planning as a case study example for their studies. Head of Government and Philanthropy Susan Wallis was approached by PR lecturer Sue Slowikowski to partner on an event, when the idea of collaboration for a Good360 Birthday Event came to life. Susan attended weekly lectures and Q&A sessions, getting to know the students who would become involved. The event also became a perfect opportunity for Good360 to finally welcome charity members, board members, and Members of Parliament into the ReDistribution Centre (RDC) after years of lockdowns had resulted in many cancelled events and visits.

On the day, the Good360 team, with assistance from UOW student volunteers,

ran three different stations for the guests to take part in. Guests were invited to create Empower Packs for flood-affected communities, were shown the product receiving process with the help of Adam Lindsay, founder of Koh, and were taken on a tour of the RDC to experience its inner-workings.

The team also held a presentation educating our guests on how the Good360 model acts as a solution to pre-consumer waste, and how it contributes to the circular economy. Wing Hsieh from Deloitte presented the Deloitte Access Economics report which she co-authored with Gavin Liang and Eamon McGinn, presenting the value of unsold household goods in Australia. Guests learnt that \$2.5 billion worth of brand-new household goods that go to waste each year in Australia could instead be redirected to disadvantaged Australians, demonstrating the need for Good360's work.

A panel also took place facilitated by Amanda Rose, GAICD and Founder of Western Sydney Women, that featured Founder and MD Alison Covington AM, Amar Singh, President and Founder of

Turbans 4 Australia, and Paul Zahra, CEO of the Australian Retailers Association. The panel touched on why sustainability was important and how redirecting goods can benefit not only people in need, but the planet as well. The entire presentation was a lively and educational experience, thanks to media personality Tim Gilbert, our MC for the day. The day proved to be successful in bringing our Circle of Good together as a community after years of isolation, as we welcomed in the future of Good360 and the impact we will continue to create.



Deloitte Access Economics Report

In March 2022, Good360 commissioned a report from Deloitte Access Economics to calculate the amount of brand-new household goods in Australia that are wasted and never receive a 'first life'.

Findings showed that although pre-consumer waste makes up a small percentage of the overall supply chain, it comes to \$2.5 billion of unsold, end-of-the-line or

surplus goods wasted per year, including household items such as electrical goods, clothing, personal hygiene products, cleaning products, toys, and scholastic supplies.

These results emphasise the need for the work Good360 is doing, addressing the circular economy by connecting unsold household goods from brands and retailers to a network of not-for-profit organisations and disadvantaged schools across Australia. Currently, less funding is allocated to provide first-life to household goods than funding placed on recycling and upcycling products. It is evident that a demand for household goods exists within disadvantaged communities, and that more must be done to ensure the work achieved by Good360 is scaled and secured through funding to guarantee this growing demand is met in the future. The Deloitte Access Economics Report is available to view at good360.org.au/reports/.





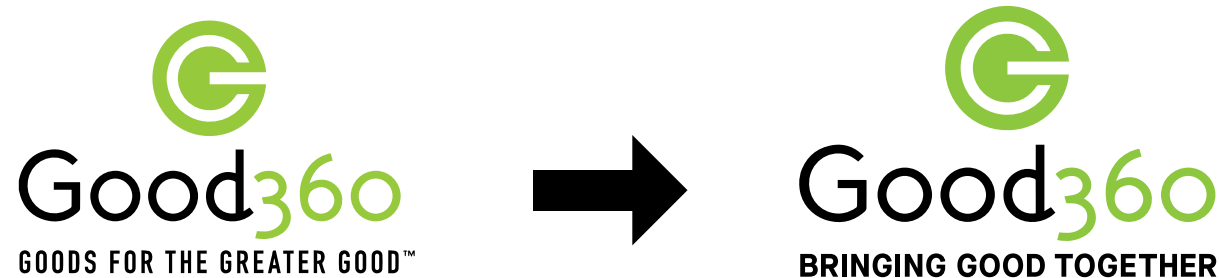
OUR NEW LOOK

Notice anything different about our look? Throughout 2022, Good360 Australia underwent a brand refresh with the strategic and creative direction of JOY Agency, who helped us develop our brand in line with our growth and increased operation to help Australians in need.

The transformation included revamping our logo and changing our tagline to “Bringing Good Together”, emphasising our role as a connector between businesses and charities, schools, and society’s most vulnerable. JOY also helped us focus on the Good360 Circle of Good – our point of difference from other charities. Good360 empowers not only a single group or societal challenge, but everyone as a collective.

Along with the brand refresh, we also created brand-new photo and video content to match our new look. The Good360 team took part in a fun video shoot in Sydney with a large group of volunteers who generously donated their time to spread the word about our work. The team also held a photo and video shoot on-site at the Smithfield ReDistribution Centre, bringing some of our staff front and centre.

With the hard work of JOY Agency, who generously donated service hours and without whom we could not have achieved this, Good360 can look to the future with a refreshed mission as we continue to scale and grow our operations.



BOOKTOPIA PICK & PACK DAY

With the help of Booktopia, one of our long-standing product donors who have provided regular donations of books since 2020, we held an exciting Pick & Pack Day for some of our local charity and school members. Members picked up a range of free books, including tertiary textbooks, coffee table books, and fiction books for both children and adults, along with other items including hand wipes to provide to their communities.

It was a joy to host our local members at our ReDistribution Centre again, with some surprised at the range of stock we presented on the day. Many members only expected children’s books to be available, however most were able to source comic books for teenagers, cookbooks for staff gifts, and learning materials for classrooms. One member said on the day, “It’s been wonderful to find books that fit within our niches and the different programs we provide.”

Throughout the day we connected over \$91,000 RRP of free goods with our

members. Our partnership managers and staff were able to meet members face to face, and we also had the pleasure of hosting Scott Whitmont, Business Development & Relationship Manager, from Booktopia, who met with some of our members who expressed their gratitude for Booktopia’s generosity. We look forward to hosting more Pick & Pack Days in the new year to continue providing our members with special in-person experiences.



DISASTER RECOVERY

After Australia had been hit with disasters, including bushfires, the COVID-19 pandemic, drought, and mice plague, La Niña weather events brought upon heavy rainfall and flooding to New South Wales and Queensland in February, 2022.

Recognising the need for assistance in these areas, the Good360 Team responded and focused on our six stages of disaster recovery, investigating where need was present and sourcing the right goods to connect to our members on the ground. Good360 believes in the value of choice, and that allowing charities to request the goods they need ensures their communities are properly looked after and prevents unnecessary goods going to waste.

Turbans 4 Australia and Addi Road, Good360 members who were responding to the floods crisis in the heavily affected town of Lismore, collaborated with Good360 and opened a hub for Northern Rivers locals to source various personal care, clothing, cleaning, and food items. Founder & Managing Director Alison Covington AM, and Partnerships Manager Natasha Bennett also made a visit to Lismore, reaching out to not only our members who were present in the area,

but also with local residents, who told stories of devastation and resilience. In partnership with The Winsome, another member working on the ground, they also delivered brand-new Sealy mattresses to families who were undertaking the cleaning and recovery of their homes. The donations relieved many and lifted weights off their shoulders, as residents could now have a good night's sleep on new bedding after living in unsanitary conditions.

As a result of these collaborations with our members and the great generosity of businesses who stepped up to donate their goods to disaster recovery, within one month of responding to need, \$3 million worth of goods had been connected to charities in flood-affected areas. Throughout the year, challenges persisted as a total of three La Niña events affected New South Wales and Queensland. In October, extreme weather also hit Victoria and Tasmania, South Australia in early December and Northern Western Australia in late December, leaving families leaving families requesting for assistance who have not required help previously.

Multiple corporate partners stepped up to assist Good360 with the funding necessary to connect brand-new goods with flood-affected communities in 2022. Sydney Roosters kindly donated \$20,000 dedicated to the Mullumbimby



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

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

- The Big Umbrella

community in March. With this donation, Good360 matched \$400,000 worth of goods, including BIG W clothing, Sealy mattresses, Harvey Norman whitegoods and furniture, and much more. In April, during our 7th Birthday Event, Lisa McCosker (Relationship Executive) and Philip Alcock (Executive Manager) from Commonwealth Bank presented Good360 Australia with a cheque of \$250,000 as part of the CanGive Flood Appeal.

Home and lifestyle brand Andoo also made an incredible impact during the recovery of the floods, pledging \$500,000 worth of products to support flood-affected families. Pillows, mattresses, appliances, and furniture were donated to our charity members for distribution, including Mullumbimby and District Neighbourhood Centre, Lismore Soup Kitchen, Koori Mail in the Northern Rivers, Lomandra School, and Turbans 4 Australia. At a time when homes were still being recovered, and personal items had been destroyed by the floods, families could now feel a sense of relief knowing that they did not have to spend a cent on essential furniture pieces.

We are incredibly touched by the support of the businesses and partners that have helped us continue to assist families affected by floods and other natural disasters, whose impact will be felt long into the future. Throughout the remainder of the year, their help allowed Good360 to connect a total of over \$10 million worth of goods to 238 charity members in flood-affected communities. Recovery is a marathon, not a sprint. Good360 continues to support the people of Lismore, and other flood-affected areas across Australia into the rebuilding stages so they can remain empowered and supported after tragedy.



NEW SOUTH WALES

Collaborations after disaster



\$66,538,402

Worth of
goods delivered



5,246,563

Items
connected



706

NSW Charities &
Schools supported

After bushfires and COVID-19 had run rampant across New South Wales, this year brought about floods and heavy rain across the state. Three separate La Niña events left behind wreckage and communities requesting assistance, with some families asking for charitable assistance for the first time.

Good360 reacted quickly, reaching out to businesses and other organisations for any products they could spare. Thankfully, donors including Colgate-Palmolive, Edgewell, and Dettol provided hygiene and cleaning products to keep flood-affected communities safe and clean while living away from home.

Whilst living in temporary housing, families also needed new clothing to keep them warm after losing many of their household items. BIG W and Gildan stepped up to donate boxes of brand-new clothing, making the recipients of these items feel cared for and not forgotten. Donations after a disaster help to restore dignity in communities, which is evident through the many impact stories Good360 has received since floods began in February.

Our charity members also played huge roles in connecting goods to recovering towns. In August, members of the Good360 team travelled up to Mullumbimby to meet with Human Appeal Australia, Mr Jihad Dib MP, Member for Lakemba, and Councillor Bilal El-Hayek of Canterbury Bankstown to show support for communities affected by floods. Human Appeal Australia had purchased \$40,000 worth of whitegoods and other essentials, thanks to local fundraising, to distribute to families at the Mullumbimby & District Neighbourhood Centre. This donation of goods was supplemented with an extra \$5000 donated to Resilient Lismore.

As one of our many partnerships for the greater good, this would not have been made possible without Amin Elbureeny, Head of Community Care, and his team at HAA, plus Mullumbimby Ex-Services Club who kindly provided the venue for distribution. With the collective impact we were able to create on the day, this event highlights the importance of collaborations with our members to help them maximise impact within their local communities.



“It was heartening to witness the love, generosity, community spirit and care from the Mullumbimby District Neighbourhood Centre who hosted the event and provide ongoing support and relief to individuals in the region impacted by the devastating floods. **We are grateful for the opportunity to collaborate with them and Human Appeal to support families rebuild their homes and lives after the harrowing 2022 floods.**”

- Hayley Moffiet, Head of Sustainability





Agape Outreach Inc.



We Care Connect



“ No clothing store in the local town means making do with what you have or an expensive trip over the border to the nearest large town if you need new or replacement items.

The greatly-appreciated donation of clothing for children and babies brought smiles to the CHAC staff who distributed the items amongst young families. **The donations have a ripple effect, spreading through the community that people care and are willing to help those in need.** A massive thank you to BIG W and Good360 for all that you do to make a difference to the lives of others and helping our community. ”

- Coomealla Health Aboriginal Corporation

QUEENSLAND

Ukrainian refugees given a warm welcome



\$4,939,638

Worth of
goods delivered



356,004

Items
connected



169

QLD Charities &
Schools supported

For our SIM activation events in partnership with Optus, we were grateful to involve a number of our members to help distribute SIMs and mobile phones to newly arrived Ukrainian refugees. Good360's Susan, Head of Government & Philanthropy, and Natasha, Partnerships Manager, visited Brisbane in September for an event in partnership with Vinnies QLD and the Ukrainian Community of Queensland. Through Optus' Donate Your Data® program, the team distributed 82 phones and activated SIM cards to a total value of over \$23,000.

Other partnerships throughout Australia included Welcoming Australia in South Australia, the Ukrainian Council of NSW, the Association of Ukrainians in Victoria Noble Park and North Melbourne, plus various Optus team members who met us along the way. The opportunity to partner with local members and organisations was a special one, and we thank all who were involved in the welcoming of Ukrainian citizens to their new lives in Australia. We also give a special thank you to the interpreters who assisted at the events, for helping us create meaningful connections with the recipients.

“Collaborating with the Association of Ukrainians in Victoria, The Ukrainian Council of NSW and The Ukrainian Community of QLD Inc was a personal highlight of 2022, and I was privileged to be part of the activation events across the Eastern States that assisted hundreds of displaced persons with an invaluable resource, the gift of digital connectivity.”

- Susan Wallis, Head of Government & Philanthropy

“ Once again, we have been privileged with the task of gifting these beautiful Tempur mattresses to farming families in Queensland. **A new mattress is a luxury item not often purchased by rural farmers.** The delivery logistics are often too hard to navigate, and it is not uncommon to hear stories of 20 year old mattresses being utilised in rural communities.

These mattresses are going to flood affected farmers in our region. The ongoing wet weather this year has created mould problems and **our most adversely affected families will be grateful to receive your very generous donations.** ”

- Drought Angels



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



26



27

VICTORIA

Extra support in Victoria



\$8,893,577

Worth of
goods delivered



839,350

Items
connected



213

VIC Charities &
Schools supported

During 2022, we were grateful to welcome Sean Dostal to the Good360 team as our Partnerships Manager for Victoria and Tasmania. Early in his tenure, Sean and Kate, Head of Corporate Partnerships, exhibited at the Australian Promotional Products Association (APPA) Victorian trade show in August. The two met with various retailers, providing Good360 as a solution to connect their excess stock with our charity and school members.

Good360 also held a LEGO drive to our members, particularly charities focused on children's wellbeing and schools. With 45 charities in Victoria assisting children and 74 schools, we have been able to match LEGO to assist in various learning programs, playgroups, and Christmas gifts. With the new donations of LEGO being distributed, children experiencing disadvantage are not left feeling forgotten, and have alternative learning methods to keep them properly engaged.

In October, Victoria and Tasmania joined New South Wales and Queensland, being hit with ravaging storms and floods in the third La Niña event of the year. Good360's Sean went straight to work, striving to source products for flood recovery in the two states and tackling his first disaster recovery efforts.

Products were sent to Shepparton and Echuca, which became a major flood zone in northern Victoria, and partnerships were made with local charity members on the ground. Since October, over \$300,000 worth of products have been sent to these sites, with plans of future support in the recovery stages. We look forward to expanding our presence in Victoria, and thank all who have collaborated with us to ensure goods reach vulnerable communities.



"I firmly believe that companies wanting to make a real charitable impact that also benefits the planet can't do better than supporting Good360 Australia. With our network and knowledge of charities and disadvantaged schools, sophisticated technology and logistics expertise the magic happens. I've thoroughly enjoyed assisting to make these connections, particularly Good360's flood recovery response in Victoria."

- Sean Dostal,
Partnerships Manager (VIC/TAS)



“Our Cub Scouts aged 8-11 years old are LEGO crazy fans and with everyone watching LEGO Masters, we decided to run a couple of free play LEGO nights at the clubhouse. **We have increased our own LEGO collection with LEGO donated by Good360 as well as being able to make sure all our Cubs got to take some home with them and some for their younger siblings who will be joining our Cub Unit next year. Thank You Good360 and LEGO, little surprises like this make a big difference!**”

- 1st Red Hill Scout Group



Association of Ukrainians in Victoria

Big Group Hug

SOUTH AUSTRALIA

Reaching new communities



\$3,291,499

Worth of goods delivered



247,065

Items connected



132

SA Charities & Schools supported

Servicing over 3,000 charity and school members means we must have the capabilities to send goods Australia-wide. This includes regional and rural towns, where access to charitable assistance is not readily available. That is why this year we made it a priority to create partnerships with several transport companies, to ensure members across Australia had the same access to essential goods. Historically, the cost to courier donated products to regional members was often so expensive that it was prohibitive. In 2022, South Australian

Partnership Manager Kate Stock established partnerships with Cochrane's Transport, so regional charity and school members in South Australia can receive goods for a heavily reduced delivery cost.

In South Australia, this collaboration helped us deliver goods to schools in and around Port Augusta. Cochrane's Transport made a delivery of seven pallets of LEGO and other toys, worth over \$60,000, to Carlton School. Carlton School happily received the pallets and sorted the goods into twelve different



"With the support of South Australian business Cochrane's Transport, we've been able to make deliveries to charity and school members based all over South Australia including Ceduna, Port Lincoln, Port Augusta, Mt Gambier and the Riverland. Without their generosity, shipping costs would have been exorbitant for these members, however now they have the same access to Good360 donations as members in metro areas."

- Kate Stock, Partnerships Manager (SA)

orders for other local schools within a 150-kilometre radius. While most schools collected their orders from Carlton, staff also graciously delivered some orders door-to-door. This kind gesture came at no charge to the other school members, and more kids were able to receive brand-new LEGO to enjoy in the classroom. With future partnerships arising with other delivery partners, free palletised shipping to the area will mean deliveries will become direct and affordable. We appreciate the hard work of the staff at Carlton School to provide brand-new toys for local kids.

“ Sonder hosts an annual Closing the Gap Day celebration that welcomes Aboriginal and Torres Strait Islander people of all ages to come together and enjoy a day of free live entertainment, food and information sharing from over 100 local health and support service providers. This year, **we wanted to give back to the community in a bigger way so we partnered with Good360** to have giveaway items available to those in need on the day. Although we had a short timeframe, **Good360 was fantastic and made big things happen quickly.**

We were successful in handing out over 500 LEGO kits and over 1500 clothing items throughout the day. **We can't wait to work with Good360 again for our future events! Thank you to Good360, LEGO and BIG W.** ”

- Sonder



WESTERN AUSTRALIA

Collaborations to reach Australians in need



\$2,658,237

Worth of goods delivered



356,571

Items connected



75

WA Charities & Schools supported



Information Debt and Legal Advocacy Service Inc (Midlas), expressed interest in sourcing goods to distribute throughout their community for pandemic relief and product aid. Salma, our Partnership Manager for Western Australia funded by Lotterywest, went straight to work to source product and freight donations to make this possible.

With the help of our logistics and product teams, a total of fifty-six pallets were organised to travel to Perth Metro, where the City of Swan kindly provided warehouse space for the arrival of goods, plus \$5,000 funding towards the cost of the delivery truck. Most of the goods were packed at the Good360 ReDistribution Centre in Smithfield, NSW, before making the journey to Western Australia. In the end, the resulting goods included clothing, toys, cleaning and PPE products, and various office items, which came to the value of over \$725,000. The pallets arrived in Perth, with twenty-eight pallets for distribution among communities impacted by COVID-19, while twenty-eight other pallets were distributed amongst ten other Good360 members in Australia

Throughout COVID-19, many charities have had to exceed their usual workload to assist their communities that have suffered from income loss, sickness, and have faced increased struggle with everyday activities. In February, one of our members, Midland



Fostering Home Australia

Special thank you to Mandy Mountfort, Development Officer from Midlas and the City of Swan for their collaboration with this project. We can create a greater impact when we collaborate with others, and we appreciate the kindness our partners have shown throughout 2022.



No Limits Perth

“ The clothing donated by BIG W through Good360 might hold a dollar value, but **there truly is no measurable value when you see the impact of what one warm jacket can do for someone fallen on hard times**, in only a t-shirt on days where the cold can cut right into the bones!

The clothing we received has been made up into small bags which are handed out to people of our community in crisis. Including victims of domestic violence, homelessness, foster children, newcomers to the country, pensioners and those just doing it tough! Thank you Good360 and BIG W! ”

- No Limits Perth

AUSTRALIAN CAPITAL TERRITORY

Good360 expanding footprint in ACT



\$766,442

Worth of
goods delivered



47,296

Items
connected



30

ACT Charities &
Schools supported



In an effort to reach out to existing and potential members and partners, Good360's Head of Government and Philanthropy Susan Wallis made a visit to Canberra in August, representing Good360 at the National Homelessness Conference. Thanks to Australian Housing and Urban Research Institute (AHURI), we were able to offer free material aid to organisations in the local homelessness sector to support their communities. Susan also met with Queensland MP Rob Molhoek, who referred several local charities who would greatly benefit from Good360's help. We are grateful for the opportunity to connect with the wider community, and we are excited to further expand our presence in ACT.



Good360's Susan Wallis with Rob Molhoek MP for Southport.



Epilepsy ACT



Anglicare NSW South, NSW West & ACT

“ Our Mobile Clothes Trailer allows us to distribute donated clothing, toiletries, shoes, blankets, etc across multiple sites across Canberra. Each month we travel to various sites across Canberra and Queanbeyan supplying not only items from our trailer but a caring connection to a supportive community who treats those disadvantaged by mental health issues, disability and homelessness as peers who are valuable members of our society.

Thank you Good360 and its generous donors for supporting our cause. ”

- TIMBA

NORTHERN TERRITORY

LEGO Reaches Rural Communities



\$157,852

Worth of
goods delivered



9,831

Items
connected



14

NT Charities &
Schools supported

During Good360's LEGO drive in October thanks to the generous donations received from LEGO, we strived to transport goods to members across Australia, including rural and regional communities. With the help of Northline, a kind transport partner who has provided delivery to more communities at a reduced cost, we could transport LEGO from our Smithfield ReDistribution Centre to some of our geographically distanced charity and school members in Perth, Darwin, and Far North Queensland.

It has been crucial to reach our members, including Starlight Foundation in Alice Springs, to ensure they could distribute LEGO to brighten up the days of their patients. Geography should not mean lack of access to essential and necessary goods. We are glad to be partnered with Northline and other transport partners, so no member is left out of reach, and shipping costs are now manageable for these members. Every member can now access Good360 products no matter how far away.



“ LEGO is always a big hit with Captain Starlight and the kids at Alice Springs Hospital. **Hospital admissions aren't much fun for anyone** and many of these kids are a long way from home, **receiving a box of LEGO or Duplo brightens up their hospital stay.** Thank you Good360 and LEGO for putting smiles on these kids' faces! ”

- Starlight (Alice Springs)

TASMANIA

Continuing to keep communities COVID-safe



\$309,489

Worth of
goods delivered



36,683

Items
connected



24

TAS Charities &
Schools supported

In June, Good360 was approached by one of our members, Special Olympics Australia, seeking masks for their 2022 National Games in Launceston. After lockdowns during the COVID-19 pandemic, illness and viruses are still prevalent and organisations are continuing to do their part to keep communities safe. As the Special Olympics were holding their first National Games since the pandemic, it was essential they implemented preventative measures to stop the spread of illness.

After the initial request, Good360 kept an eye on incoming donations and were able to source a donation of masks from Sleepcraft in August. Over 7,000 face masks were shipped to Launceston, including N95 and surgical face masks. The Good360 team supplemented this donation with other goods including hand sanitisers, Rapid Antigen Tests, coming to a total of over \$40,000 worth of PPE products donated to the Special Olympics.

We were extremely grateful for the opportunity to be included in empowering people with disabilities,

whilst enabling Special Olympics Australia to implement protective health measures throughout the event. Good360 remains vigilant and aware of the ongoing COVID-19 virus and continues to assist members in providing the necessary items to maintain health and hygiene.



Boxes of face masks and participants at the Special Olympics.

“ We have certainly noticed an impact on community members, as the cost of living continues to stretch the budgets of many households. This might be the loss of income due to a casual worker in the household, becoming sick and unable to work. Therefore, the prevention of sickness/illness in any household is so important.

The recent donation of Dettol hand sanitiser from Good360 has been extremely beneficial to many in our community. Firstly, the cost of hand sanitiser can be out of reach for some, and secondly **having this donation has opened up many conversations about proper hygiene and how to prevent the spread of germs within a household. Thank you to Dettol and Good360.** ”

- The Salvation Army (Tasmanian Property Trust)



PARTNERSHIPS

Good360 Australia had the opportunity to partner with several brands for some exciting customer-facing campaigns, product and donation matching programs, and events in 2022. We are proud to work with huge national organisations who support our mission, and we are grateful for all our partnerships past, present, and future.

Storage King

During the month of April, with every tea chest or carry box sold at Storage King, \$1 was donated to Good360 Australia for flood recovery efforts. As a result, Storage King customers raised a total of \$30,958 which resulted in over \$600,000 RRP of product distributed to support long-term rebuilding across NSW and QLD. Thanks to the generous Storage King partnership, flood affected towns were able to experience much-needed relief after experiencing loss and damage to their homes.

Dettol

Good360 was excited to launch our first customer-facing campaign with Dettol for our exclusive 'Hands For Good' handwash. Now in stock at Woolworths, Coles and other retailers. With every purchase of a handwash, a hygiene product will be donated to an Australian in need. Since becoming a product donor in 2021, Dettol continues to help us bridge the hygiene gap present among many disadvantaged communities by connecting products to our charity and school members.

Grin Natural

We were oral hygiene brand Grin Natural's 2022 Charity Partner for the Australian launch of their Share A Grin campaign. From June to the end of August, with each Grin product purchased from retailers, one eco-friendly toothbrush would be donated to a child in need. The campaign ended with a total of 90,792 toothbrushes matched which will then be distributed to our members. After successful results in New Zealand during past campaigns, we are thankful to Grin Natural for allowing us to help our members improve the oral hygiene of children in need in Australia.



BIG W

BIG W has been an avid supporter of Good360 this year aside from being one of our top product donors, from providing two round-up donation opportunities for flood relief, to our annual Giving Tree Christmas campaign. When floods began in New South Wales and Queensland in March, BIG W showed up and began a round-up campaign Australia-wide to raise funds and aid us in connecting goods to flood-affected communities. In October when floods returned and hit Victoria and Tasmania, BIG W held another round-up campaign. In total, this resulted in over \$180,000 donated by BIG W customers. We were also once again their charity party for the annual Giving Tree Christmas campaign, connecting our charity and school members to a local BIG W store where generous customers have donated much needed gifts. Christmas is a difficult time for many Australian families, and the Giving Tree provides hope and joy.

Optus

To help us bridge the digital divide across Australia, Optus came to our aid with donations of SIM cards and mobile phones thanks to their Donate Your DataTM program. We also partnered with Optus for multiple activation events held for newly arrived Ukrainian refugees as they began their lives in Australia. The Good360 and Optus teams met the refugees across Victoria, South Australia, New South Wales, and Queensland to provide them with new devices and SIM cards, allowing them to contact family back home and access essential online services. In total, 182 members have activated almost 2,000 SIM cards and received 900 phones, providing the opportunity for all Australian communities to stay digitally connected.



eBay

As Christmas drew near, eBay gave Good360 Australia the opportunity to become their Donations at Checkout partner from November until the end of January 2023. At the end of 2022, this had resulted in over \$7500 donated by eBay customers, who generously donated to a good cause while shopping for loved ones during the giving season.

Finder

In November, Good360 Australia and Finder launched their partnership project, Laptop Launchpad, to bridge the digital divide in communities across Australia. The project sees Finder calling on Australian businesses to donate their retired laptops to a good cause, with Good360 overseeing refurbishment and distribution to our members to bridge the digital divide. Our goal is to have 1 million laptops pledged, 100,000 laptops redistributed, and \$10 million raised to cover refurbishment costs by 2025. Through this project, we aim to bring technology to digitally excluded regional towns, low-income families, and rural First Nations communities to access essential online services most cannot live without. Currently, companies can pledge their laptops through Finder's website, and individuals can contribute by donating to help cover refurbishment costs through give.good360.org.au/laptop-launchpad.



Anglicare SA



Doin It For Rural Aussie Kids

SAYING FAREWELL

Jo Cameron

In October 2022 we said goodbye to Jo Cameron, who stepped down as CEO of the Goodman Foundation after a seven-year relationship of continued support with Good360 Australia.

As one of our founding partners, Jo Cameron has been an avid supporter with her extreme generosity. Always hands-on with her support and guidance, Jo introduced us to many partners who also became instrumental in our growth and ability to scale. The Goodman Foundation team also had many volunteering days on site to help us distribute goods Australia-wide.

From being an advocate for our work and providing us with our first warehouse space to becoming a reliable partner and facilitating funding through the Goodman Foundation, which helped us scale on our mission to connect \$1 billion of goods by 2025, we thank Jo for helping us grow to meet the increasing need across Australia. We look forward to our continued partnership with the Goodman Foundation and its new CEO, Kris Ashpole.



Georgina Byron

In October 2022, Georgina Byron, CEO of the Snow Foundation, stepped down from our Board of Directors after a seven-year tenure.

Throughout her time as a Non-Executive Director, Georgina has played a huge role in supplying vital funding to help Good360 Australia; she was instrumental in leading an initiative to seek collaborative funding from leading philanthropists to launch Good360 that enabled us to develop multiple initiatives in technology and creating a seamless experience for charity and school members to source goods for their community. Securing our future as a matchmaker in 2015 launched us into where we are now, and we cannot thank Georgina enough for her guidance on our Board.

On a personal note, Alison Covington AM, thanks both Jo & Georgina for the enduring friendship and kindness shown to support her vision to reduce need and waste in Australia.



GOOD360 USA CREATES HUGE IMPACT IN 2022

In their thirty-ninth year of operation, our friends at Good360 USA made an incredible impact, distributing over \$2.5 billion of goods which impacted over 20 million lives.

Throughout 2022, Good360 USA utilised their full capabilities in connecting much-needed goods for disaster recovery. With a presence in six different countries and assisting in 24 disasters, a total of \$115 million in product was distributed. This included donating \$75 million in product to Ukrainian refugees and displaced persons, and millions donated to nonprofits assisting in the Jackson Mississippi Water Crisis and countless floods and hurricanes.

Seeing the growth of Good360 USA is truly inspiring and shows us what impact can be created on a wider scale. We wish them the best as they move onto their 40th year of operation.

20 MILLION+

Lives Impacted

\$2.5 BILLION

Goods Distributed

100,000+

Nonprofit Members

200 MILLION

Lbs Redirected from Landfill



GOOD360 TEAM

Our team members are our greatest asset. They are a passionate bunch who all have one common goal – to make good happen! This year our team grew significantly to meet the increasing need across Australia and within the organisation, with a **total of 12 new full-time team members joining our office and ReDistribution Centre staff**. 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 the 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 safety comes first

After leaving COVID lockdowns and adjusting to the “new normal”, we have welcomed most of our staff back into the office with implementation of new safety protocols to keep the team, our volunteers, and visitors safe.



Equality and Diversity

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

Board of Directors



Matt Barnett
Board Chair



Brendon Cook
Non-Executive Director



Alison Covington AM
Founder &
Managing Director



Camilla Collins
Non-Executive Director



Jessica Cameron
General Manager &
Company Secretary
(Maternity Leave from
April 2022)



Graham Dix
Non-Executive Director



Samantha Macansh
Chief Financial Officer &
Company Secretary
(from April 2022)



Helen Hamilton-James
Non-Executive Director



Peter Birtles
Non-Executive Director



Kieran Harbrow
Non-Executive Director



Georgina Byron
Non-Executive Director
(until October 2022)



Peter Knock
Non-Executive Director

VOLUNTEERS

Corporate volunteers have been essential in Good360's warehouse operations throughout 2022. We are extremely grateful to them for choosing to volunteer their time with Good360 to connect brand-new goods with charities and schools across Australia.

2,470 Total Corporate Volunteer Hours

Thank you to our corporate volunteers:

Abacus Property	Docusign	NAB
AMP	EY	Nielsen
Annexa	JOY Agency	Oracle Netsuite
BAI Communications	Lendlease	PwC
Blackstone	Mazars	Salesforce
DataColada	Monat Global Australia	
Deloitte	Mulesoft	

Financial Summary

	FY 2022 (\$)	FY 2021 (\$)
Revenue		
Grants	2,028,736	1,121,340
Charity fees for service	530,084	670,369
Donations and other corporate revenue	860,674	1,338,177
	3,419,494	3,129,886
Disaster relief-related funding	2,282,125	356,721
Total revenue excluding In-Kind	5,701,619	3,486,607
Expenses		
Employment expenses	(2,731,608)	(2,137,159)
IT services	(430,964)	(372,184)
Shipping costs	(546,969)	(401,011)
Administration expenses	(321,011)	(433,485)
Warehouse and storage expenses	(117,220)	(171,871)
Professional fees	(93,850)	(25,000)
Travel and meeting expenses	(17,320)	(5,583)
Finance costs	(34,527)	(66,257)
Marketing and promotions	(79,695)	(51,725)
Depreciation and amortisation expense	(621,768)	(721,365)
Total expenses excluding In-Kind	(4,994,932)	(4,385,640)
Operating surplus/(deficit)	706,687	(899,033)
In-Kind Services - Revenue	659,874	1,590,294
In-Kind Services - Expenses	(659,874)	(1,590,294)
Surplus/(deficit) before income expense	706,687	(899,033)
Income tax expense	-	-
Surplus/(deficit) after income tax expense for the year	706,687	(899,033)
Income tax expense	-	-
Total comprehensive surplus/(deficit) for the year	706,687	(899,033)

Full financial summary can be viewed [here](#).

Product Donors



CLARINS



OPTUS



PHILIPS



winc.

Winning appliances

WORKWEAR GROUP

4Pines
Absolute Promotions
Adventure Operations
AKM Toys
Alsa Manufacturing Co
Amazon
AMP
Anonymous Donors
APAC Security
Ashtabula
Baby Blanks
Bank of America
BAPS
Beiersdorf
Best & Less
BIC
Binny
Bisley Workwear
Bofon
Booktopia
Boost Group

Breville
Buckner Group
Chatime
Chemcorp
CHEP Network
Church and Delight
City of Sydney
Cole Workwear
Commonwealth Bank of Australia
DBzon
Dettol
Deus Ex Machina
DoTERRA
Earth Greetings
Ego Pharmaceuticals
ElectricSuper
Elphinstone Group
Emma Sleep
Epicentre
Ezitag

FabFit
Fackelmann Housewares
Fisher & Paykel
Gideon Services
Gildan
Give Back Health
Goodstart
Go-To Skin Care
Grin Natural
Hachette
Haircare Australia
Heat Group
Hills Pet Nutrition
Honeycomb Agency
Hospeco
Impact For Women Inc
Indian Foods Group
Intrust Super Fund
ISSO Hindu Temple
Ive Group
Jajnet

Johnny Bigg
Key Sun Laboratories
Kimberly Clark
Kinect Solutions Pty Ltd
King & Wood Mallesons
King Living
Koh
Kyocera
Laybyland
Lendlease
LG
Life Without Barriers
Loving Earth
M24 Sports
Macquarie Bank
Mascot Kings Football Club
McPherson's
Me & Amber
Metcash
Mölnlycke
Mummies Paying It Forward
MV Skintherapy Lab
Nans Tarps
Nappy Collective
Naturalena Brands
NCC
Newell CO

Ninety-second Harpoon
Nottage International
OCS
OF Packaging
Olli Ella
Ophelee
Organise and Store
Oroton
Oshiklenz
Pakstat
Panguitch & Co
Pierre Fabre
Pink Hibiscus
Pleasant State
Propel Group
QT Sydney
Qube
RB Sellars
Red Rooster
Ronald McDonald House
Sabco
Schneider Electric
Sealy
Seko Logistics
Sensus Hair
Sherman
SheWear

Sitecore
Sleepcraft
Sobah Beverages
Sonic Healthcare
Sperling Enterprises
Spotlight Group
Storage King
STREETHEART
Superchoice
Tangibility
Tempur
Tesserent
The Alfa Collection
The Body Shop
The Reject Shop
The Smith Family
The Sneaker Laundry
Thinkpac
Toga Hotels
UGames
Vanilla Sugar
Variety
White Glo
Whitlock
WHSmith
Woohoo
Young Living

Trusts, Foundations, & Funders



Collier
Charitable
Fund *



Commonwealth Bank



3M Australia & New Zealand
Abacus Group Holdings Ltd
Best & Less
Birtles Family Foundation
BOD Australia Limited
Bofon
Carthew Foundation
Clarins
CommBank Staff Foundation
Community Grants Hub
FLSmith
Frontliners
Goodman Property Services (Australia) Pty
Goodstart Early Learning
Human Appeal Australia Community Care Limited
Indicia Worldwide
Kinder Academy Early Learning Centre
LEGO Australia
Magic Millions Sales Pty Ltd

Melbourne Quarter
Montmorency Secondary College
Nelson Meers Foundation
Nielsen Foundation
Norman Family
Pleasant State
SMARTGROUP FOUNDATION
Storage King
Sydney Roosters Football Club
The City of Marion
The Good Samaritan Aid Society Incorporated
Vinva Foundation Company
Vivienne Court Trading Pty Ltd
Wenty Leagues Club
Winning Appliances

Pro Bono Supporters

CHEP

A Brambles Company



JOY.



**NORTON ROSE
FULBRIGHT**



**ORACLE
NETSUITE**






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BRINGING GOOD TOGETHER

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