

*Local store donations



Not for Profit Handbook



Welcome to the Local Store Donation Program!

We are so thrilled that your organisation is now a member of our Local Store Donation Program (LSDP) with Good360. This program was designed to complement the efforts of our dedicated NFPs in their mission to serve their communities by offering locally sourced, in kind product donations. The LSDP also enables national retailers and corporations to socially impact communities in need on a local level.

Our goal at Good360 is to initiate and help sustain these partnerships between retailer and NFP for the greater good. The Program Operations Team is here to support you throughout your entire partnership and available to assist and answer any questions that you may have along the way.

We're excited to get you started.

The Good360 Program Operations Team

Phone: (02) 8594 3600, Monday through Friday 9 am – 5 pm AEST

Email: LSDP@good360.org.au



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OVERVIEW

Thank you for participating in Good360's Local Store Donation Program (**LSDP**). This exciting program will enable NFPs to further their mission and their budget through in-kind product donations from our generous corporate donors. The LSDP matches Good360's member NFPs with retail stores in their local communities for one-off donation pickups. All currently available one-off store pickups are posted in the Local Store Donations section of Good360's online catalogue.

Each program is unique and brand specific. Corporate donors have unique donation procedures and policies. Donation quantity and frequency varies from brand to brand. Please refer to the Brand Specific (p11) section of this handbook for more specific information.

All product donations are subject to Good360's acceptance policies and cannot be sold, raffled, bartered, or exchanged for money or services. This is explained in greater detail in the Security and Compliance (p9) section of this guide.

This handbook will address your questions and outline specific details that are integral for successful participation in this program. A list of Frequently Asked Questions (FAQ) is also included at the end of this handbook and should address any queries you have.

One-Time Local Store Donation Programs

On many occasions, our donors will have one-time donations available. These donations require the matched NFP to collect product donations from the store as a one-off pickup. You will nominate a pickup date during your store selection process on our website. Please ensure that you can commit to the date you select! The store will not call you as they will be informed that you will be arriving on that day to pickup all the items. More detail will be provided in the individual store product listings and in the Brand Specific Donation Instructions (p11).

GETTING STARTED

Step 1: Read this handbook in its entirety. We have taken the time to pull together most, if not all, of the information you will need in one place.

Step 2: Review Good36 Terms & Conditions. Participation in the LSDP and all product donations conducted under the LSDP are subject to Good360's standard Terms & Conditions. These Terms & Conditions outline in detail the specific usage and restrictions of all product donations obtained via Good360. Please refer to the Security and Compliance (p9) section for further information.

Step 3: Secure all logistics. You will need a professional location or "office" to store products, a vehicle, staff/volunteers to pick up the item, and a plan to distribute the products to your communities. Please note: the items can be stored at a residential location if and only if the organisation has registered with ACNC and is the only address associated with the organisation.

Step 4: Bring your invoice. Make sure you have your Good360 invoice with you to show staff for verification.

Step 5: Collect stock on your nominated day. Please ensure that you can commit to arriving at the store (with vehicles necessary to collect all stock) during trading hours on your selected pickup date to complete the pickup. Your store will not call to remind you.

DONATION PICKUP PROCEDURES

Be sure to have your Good360 invoice handy to show to staff for verification

- **Know your pickup day.** Your store is expecting you to arrive on the day you nominated and will not call to remind you.
- **Know where the store is expecting you.** For example, loading dock, front door etc.
- **Bring a vehicle that can hold all of the donations in one trip.** Multiple trips impinge on store associates' schedules and should be avoided. If you need to make multiple trips then please ensure you discuss this in advance with your store contact.
- **Bring enough staff/volunteers to load the donation(s).** Do not assume the donation will be loaded into your vehicle by store associates, they are not obligated to do so. Like other vendors, you will be expected to transfer the product into your vehicle.
- **Take ALL donations.** The stores require that all donations leave the premises. Sorting through the donation needs to be done at your own facility. Inevitably, there will be some product that is not up to our quality standards. Some unwanted product is often part of store-level donations.
- **Do not solicit additional product and do not walk around the backroom storage area.** Unless otherwise invited in by the store associate, you will need to remain at the door or loading dock.
- **Should you have any concerns about pickup, contact Good360.** This is very important. Do not attempt to file complaints with store leadership or a corporate donor without first allowing the Good360 Program Manager the opportunity to resolve an issue. Bypassing the Good360 Program Manager could jeopardise the entire program for other NFP participants. Contact information is provided on the first page of this handbook.



BEST PRACTICES

These Partnerships Are Meant To Be Mutually Beneficial

The donor has a purposeful outlet for excess product that might be utilising precious storage space. The NFP has a source of in-kind donations that can support their mission and stretch their budget dollars. The transfer of goods is local, thereby supporting the surrounding community while avoiding transportation costs.

This Is A Formal Partnership And Professionalism Is Key

NFPs must respect the time and space restraints of their retail partner. Store associates are very busy and in some cases understaffed. Likewise, the donor should be sensitive to the many staffing and time resource challenges that NFPs face.

Consider Inviting Store Employees To Visit Or Volunteer With Your Organisation

Many companies encourage their employees to seek out volunteer opportunities. And, once store employees understand where their donated products are going and the difference they are making, then the partnership strengthens and the donations tend to increase in value and/or size.

Understand The Operational Constraints Of Your Corporate Partner

Understanding and acknowledging the constraints that your partner store experiences will go a long way in building a strong partnership.

- Remember that identifying and preparing items for donation is time consuming for store associates.
- In order to encourage more frequent and quantitative pickups, LSDP participation requires that the NFP assume custody of the entire donation. Corporate donors are instructed to remove all items that are a safety or medical hazard, or not fit for purpose.

Keep Appointments

- We all know things happen and come up at the last minute. Make sure you contact Good360 immediately if you are unable to make your scheduled pickup.
- Make certain Good360 have current contact information in the event that pickup changes need to be made at the last minute.
- Frequently missed pickups will result in being excluded from participating in future LSDP opportunities.

Use Good360 Resources

- The Good360 LSDP team is here to help! If you have any issues, make sure to contact Good360 promptly. Please allow Program Managers up to 30 days to fully resolve challenges you might experience with the corporate headquarters.
- Good360 may be reached through two avenues: (1) complete a Support Request Form at <https://good360.org.au/contact-us/> or faster service, please include your store brand name and location number. (2) Call 02 8594 3600 to reach a Good360 customer service representative.
- Please provide Good360 with feedback! Powerful Impact Stories are at the heart of what we do and highlight to our donors the impact of their donations. To send us an Impact Story, login to your Good360 account and navigate to 'Transaction History' on your Dashboard to create and share your story.

"We are very grateful for the donated goods, they will be put to good use and really hope this program continues. Thanks so much to BIG W for their generosity."

Imogen Grillo
We Help Ourselves - Hunter Valley

"A large amount of the products we can start using right now. This is a fantastic opportunity. Thanks for your support!"

Margaret Collins
One Door Mental Health

"Great service and a fantastic program!"

Audrey Nable
Lomandra School



SECURITY AND COMPLIANCE

Good360 takes the misuse of donated products very seriously and therefore has specific compliance checks to help ensure product security. Products used in a way that is contrary to our agreement can not only mean the loss of the donation for hundreds of other NFPs, but could also result in other compliance actions.

Terms & Conditions

Participation in the LSDP and all product donations conducted under the LSDP are subject to Good360's standard Terms & Conditions. Each organisation that registers with Good360 agrees to our Terms & Conditions during the signup process. The Terms & Conditions are also agreed to during the check-out process for each donation that is sourced through our online catalogue. These Terms & Conditions outline in detail the specific usage and restrictions of all Good360 product donations. You can read the full Terms & Conditions online here: <https://good360.org.au/member-terms-conditions/>

Some of the key restrictions in the Terms & Conditions that your organisation must comply with when receiving donated goods via Good360 include:

- You represent that your organisation is listed on the Australian Charities and Not for Profit Commission Register or has its income tax exempt status recognised on the Australian Business Register or your school has an ICSEA ranking below 1,000.
- You agree to use the donated goods solely to further a purpose or service related to the core purpose and/or programs supporting your organisation's tax exempt designation and, wherever and to the greatest extent possible, to support your organisation's work to care for the ill, needy or youth. You further agree and understand that the donated goods will not be used to further or with the intent to commit a terrorist act(s) or to associate with any criminal or terrorist activities.
- You agree that the donated goods may not be transferred, sold, given or assigned to any other NFP organisation or other entity without obtaining the prior written permission of Good360.
- You understand and agree that you will not sell, trade, barter or otherwise transfer the donated goods in exchange for money, property or services.
- You further understand and agree that the donated goods may not be used in conjunction with any fundraising activities and that your organisation will not accept voluntary, recommended or required cash donations in direct or indirect exchange for the donated goods.
- You also agree and understand that donated goods may not be given to or taken by your organisation's volunteers, officers, directors or employees for personal use and that the donated goods will not be returned to the donor or the donor's retail store.

Record Keeping

A requirement of receiving donated goods through Good360, including via the Local Store Donation Program (LSDP), is to maintain adequate books and records of these donations. The records should include information pertaining to all product donations received through Good360 and their distribution by your organisation. This information will need to be made available to Good360 staff and/or the Australian Taxation Office upon request per our Terms & Conditions. You can read the full Terms & Conditions online here: <https://good360.org.au/member-terms-conditions/>

Storage Of Donations

Donations that are not distributed immediately must be stored at a commercial address. Donations can be stored at a residential location if and only if the organisation has registered with ACNC and is the only address associated with the organisation. If an organisation does not have a commercial address, they may secure a self-storage unit in the organisation's name, or donated space from another commercial establishment within their community. Proof of either must be provided on request.

Misuse Of Product

As part of our plan to uphold the reputation of both Good360 and our donating companies, Good360 has a Security and Compliance Team. This team verifies that our NFP organisations adhere to the Terms & Conditions as set forth by Good360.

The Security and Compliance Team also reviews all allegations of product misuse, including but not limited to the reselling of product, and the distribution of product to NFP staff, volunteers or the general public. If allegations are investigated and found to be valid, the organisation will be terminated from partnering in the Local Store Donation Program and have their Good360 membership terminated. Other action and remedies available to Good360 and deemed necessary may also be undertaken.

Press/Media Terms And Conditions

Participating organisations are welcome and encouraged to publicise the positive impact of the donations they receive through Good360. However, as a courtesy to Good360 and the donor and for legal reasons, we request that you coordinate all press statements that mention Good360, its donation programs, or its donors, through the Good360 press office (LSDP@good360.org.au), which will respond within 48 business hours to any and all enquiries. Press statements include, but are not limited to: Press releases, media advisories, interviews, blogs, webcasts, newsletters, and other materials.

BRAND SPECIFIC DONATION INSTRUCTIONS

Please review the instructions provided below for your brand specific retail partners. Read all instructions carefully as pickup procedures vary by donor. Remember to speak with the store management team since not all employees may be aware of the program. While these guidelines have been established with Good360 and the donor, know that some individual stores may have some unique needs.

You must be available to fulfill the scheduled pickups and to communicate with store managers if for some reason you are not able to pick up. Please remember that if a NFP is unable to accommodate the previously agreed upon pickup schedule, the store manager may request a new NFP partner and the previous partner will not be accommodated.

BIG W

Good360 has partnered with BIG W to match its stores with local NFP organisations for donations of a variety of brand new donated goods for **one-time pickups**. These one-time pickups will be listed on the Local Store Donations tab of our online catalogue when available. Please read the store listings carefully for more detail about each pickup.

- The donations can consist of anything found in BIG W stores across the following categories. Please note some categories may not be available at your chosen store and example products are indications only.
 - **Baby & Kids Clothes, Shoes & Accessories** e.g. baby consumables, underwear, clothing, footwear & accessories.
 - **Beauty & Health** e.g. makeup, pads/tampons, skincare, bath & shower, toothpaste, deodorant, razors, cold & flu, vitamins.
 - **Books** e.g. kids & adult books.
 - **Electronics** e.g. watches, portable radios, mobile technology, audio visual.
 - **Entertainment** e.g. DVDs, electronic games (Xbox, playstation etc).
 - **Home & Appliances** e.g. Stationary, batteries, bed linen, quilts/pillows, furnishings, decor, home improvement, home office, kitchenware, small appliances.
 - **Mens Clothes, Shoes & Accessories** e.g. Casual/work clothing, activewear, footwear, underwear, hats, glasses, plus size clothing.
 - **Party** e.g. Decorations, favour bags, party tableware, costumes.
 - **Snacks, Cleaning & Pets** e.g. Chocolate/confectionary, pet food & accessories, cleaning products.
 - **Sports, Travel & Outdoor** e.g. Motoring, outdoor living, fitness/games, towels, travel goods.
 - **Toys** e.g. Board games, outdoor games, girls/boys toys, toddler/older kids toys.
 - **Womens Clothes, Shoes & Accessories** e.g. Clothing, hosiery, bras, underwear, footwear, jewellery, plus size clothing.



- All BIG W store partnerships are offered to our members for FREE thanks to BIG W's generous sponsorship.
- Select the local BIG W store that you would like to pick up from via the map in the Local Store Donations tab of our catalogue. To select your preferred store simply click on the store, carefully read its product description, and add the store to your shopping cart.
- **During checkout, you will nominate a pickup day. Please ensure that you can commit to turning up at the store's loading dock during trading hours on your selected date to complete the pickup. Your store will not call to remind you.**
- The store product descriptions will outline the approximate number of items available at that particular store as well as what categories of goods they fall into.
- Due to the nature of this type of donation, there may be some unsuitable products included. Please note that you must be willing to take all items on offer and sort at your own premises and not at the store location.
- At the time of pickup, present your Good360 tax invoice to staff for verification purposes.

If there is a significant challenge with a donation or relationship with a store, you should not address these issues with the store or anyone else associated with the donor. If a problem

- arises, contact Good360 immediately at <https://good360.org.au/contact-us/> or by calling 02 8594 3600. The Good360 Program Manager will reach out to their corporate contact to make sure the store is aware of the partnership and how it works, and resolve any issues.



J E A N S W E S T

Good360 has partnered with Jeanswest to match its stores with local NFP organisations for donations of a variety of brand new donated goods for one-time pickups. These one-time pickups will be listed on the Local Store Donations tab of our online catalogue when available. Please read the store listings carefully for more detail about each pickup.

- The donations can consist of anything found in Jeanswest stores, namely men's and women's apparel and accessories.
- All Jeanswest store partnerships are offered to our members for FREE thanks to Jeanswest's generous sponsorship.
- You can select 1 or more local Jeanswest stores that you would like to pick up from via the map in the Local Store Donations tab of our catalogue. To select your preferred store, simply click on the store, carefully read its product description, add the store to your shopping cart, answer checkout questions and complete checkout.
- The store product descriptions will outline the approximate number of items available at that particular store. The description will also outline the approximate timing that you will be required to complete your pickup.
- **During checkout, you will nominate a pickup day / time. Please ensure that you can commit to arriving at this time on your selected date to complete the pickup. Your store will not call to remind you.**
- Due to the nature of this type of donation, there may be some unsuitable products included. Please note that you must be willing to take all items on offer and sort at your own premises and not at the store location.
- **You will also be required to remove all swing tags and mark all fabric tags with a cross using a permanent marker BEFORE distributing the items.**
- At the time of pickup, present your Good360 tax invoice to staff for verification purposes.

If you do not hear from your store or if there is a significant challenge with a donation or relationship with a store, you should not address these issues with the store or anyone

- else associated with the donor. If a problem arises, contact Good360 immediately at <https://good360.org.au/contact-us/> or by calling 02 8594 3600. The Good360 Program Manager will reach out to their corporate contact to make sure the store is aware of the partnership and how it works, and resolve any issues.

FREQUENTLY ASKED QUESTIONS

Am I qualified to participate in the Local Store Donation Program?

All NFPs with an active Good360 membership can participate. If you are not a current Good360 member, register now at <https://catalog.good360.org.au/customer/account/login/>. However, you will need to think about whether this program is right for your organisation - for example:

- Is there an available local store close to your organisation? See our map in the Good360 catalogue <https://catalog.good360.org.au/localdonation/>
- Do you have enough staff/volunteers to assist with the pickup?
- Do you have appropriate transport and storage in order to collect the donated products in full? Note that goods have to be stored on non-residential premises.
- Is the local store offering products that you can easily distribute to the communities you support?

How do I find a local store to be matched with?

Navigate to our Local Store Donations map in the Good360 catalogue. Enter your city & state or postcode to see all available local stores. Note that you can change the search kilometer range as needed in the dropdown menu. Once you've found a store that suits your organisation, click on it to be transferred to the individual store product listing. Please read the information on a store listing carefully as it will contain unique information like pickup timings, quantity of product available and likely categories/types of product available. If you are happy to proceed then add the store to your cart and checkout in the usual way.

Do I contact the store or does the store contact me?

Please read the Brand Specific Donation Instructions (p11) section of this guidebook which will explain the process of beginning each partnership as well as the individual store product listings.

Will the donations be delivered to me?

No, a representative from your organisation will need to pick up donations from your matched retail store.

How often will I need to make a pickup?

For one-time pickups you will only go to the store once.

Am I assured of a certain amount of product from the store?

Every store has different inventory and a different level of success in sales. Products given to a NFP will vary from brand to brand and store to store. We will try to give a broad indication of the quantity and types of goods available on the individual store product listings but we cannot guarantee that you will receive specific items and specific quantities. Sometimes we will ask you to nominate categories of goods that you would like to receive (for example: clothing, footwear, toys, beauty) and we will request that the store prioritises this type of product for you.

Can I get any extra products in addition to the donations?

You may only take products that are offered to you by the store manager and it is not appropriate to request specific items or more items.

What types of products will I receive?

Your donations will consist of nearly anything you will find at your retailers' store(s). Most products will be in good, useable condition that was overstock, clearance merchandise or seasonal items. You may also receive some buyback and returned merchandise. You may receive some fixable items that may need to be laundered and/or repaired before they can be used although we try to avoid these items being included in your donations.

What am I allowed to do with the products?

Product donations can be used to serve youth, the ill or the needy, or to assist in the administration of your charity's programs. You may NOT sell the donated products in any manner, which includes bartering, auctioning, or in thrift stores. Donations cannot be given to volunteers or staff, since items must go directly to those in need. Be sure all employees and clients are aware of all Good360 restrictions and policies. All LSDP product donations are subject to Good360's standard Terms & Conditions agreed to during membership sign up and at checkout of every order on our website.

Do I have to take everything the store gives me?

Your organisation must take all items that have been processed by your store for donation. If you should receive significant amounts of products that are missing parts or are damaged, please contact Good360 via <https://good360.org.au/contact-us/> or by calling 02 8594 3600.

What can I do with products not needed by my organisation?

If you receive items that your organisation is unable to utilise, you may share them with another NFP serving the ill, needy, or youth. However, you **must** obtain written permission from Good360 to do so. Be prepared to submit a detailed inventory of the product you wish to donate as well as the ABN of the receiving organisation.

Will this store be giving to any other Not for Profit?

It is possible depending on the amount of product donations available at the store. Some stores will have only one NFP matched with it and others will have multiple. If multiple NFPs are matched with a store then we will ask you to nominate what categories of products your organisation would like and the approximate quantity your organisation can accept. Your store manager will then split the goods equitably across all matched NFPs according to type of product donation and quantity nominated.

Can I partner with more than one store?

Multiple stores can be added to your shopping cart but please ensure you have the capacity to complete all pickups.

Do I have to pay to participate in the Local Store Donation Program?

Members may need to pay an administration fee unless the retail donor has chosen to pay this fee on the NFP's behalf. For example, all BIG W store partnerships are offered to our members for FREE thanks to BIG W's generous sponsorship.

What if I can no longer participate in the program?

Please contact Good360 immediately at <https://good360.org.au/contact-us/> or by calling 02 8594 3600.

What if the store does not recognise the Good360 program or claims that it does not have product to give?

Contact Good360 immediately via <https://good360.org.au/contact-us/> or by calling 02 8594 3600. Store employees often have a high turnover rate and may not be familiar with the program. The Good360 Program Manager will contact the corporate office and attempt to resolve the issue.

What can I do if I am having other challenges with my store?

Contact Good360 early and often! We are here to help and make your partnership a valuable part of your organisation's mission. There are two ways to submit inquiries: Online via <https://good360.org.au/contact-us/> or by calling 02 8594 3600, Monday through Friday 9am-5pm AEST.