

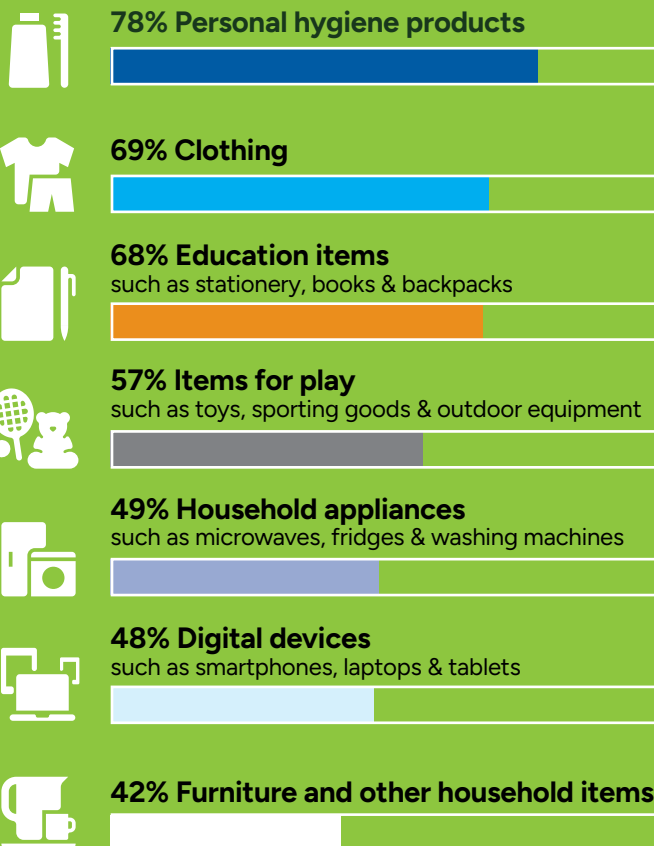
Communities in Need Report

September 2025

We surveyed over 400 charities and disadvantaged schools across Australia.¹ What we heard is that **more charities than ever say they don't have enough donated goods to meet the need in their community** and that most expect the year ahead to be even tougher.

Essential non-food items the community needs

When asked what items are you seeing demand for in the community? Our members responded with:



It has been another challenging year for charities and communities across Australia



82%

say community demand for non-food aid has never been higher (82% in 2024)



69%

don't have enough donated goods to meet the need in their community (65% in 2024)



57%

have seen a broader range of people needing support



51%

have seen more people needing support for the first time

The year ahead is expected to be even tougher



83%

expect community demand for non-food aid to increase over the next 12 months as more people need support

Demand for digital devices is up 6 points from 2024:

"We continue to see an increase in community members needing assistance with digital skills and social connection."

Good360 member charity

1. - Online survey of 412 charities and disadvantaged school across Australia conducted by Good360 Australia in August-September 2025

*Non-food aid: This type of aid addresses the broader needs of individuals and communities during crises or times of need, helping them maintain basic living conditions and improve their quality of life, recognising that food is not the only concern. It focuses on fulfilling other essential needs like clothing, hygiene products, education supplies and household goods.

Non-food donations are not keeping pace with rising community demand

Good360 charity and donation data for FY25 reveals:



15%

increase in charities and schools seeking support compared to last year²



\$60.5M

worth of new, donated items delivered to people in need, on par with 2024, showing donations are not keeping pace with rising community demand³



Over 605,000 Australians

supported with essential items via Good360's network of charities and disadvantaged schools

*"Shame and stigma prevent some community members seeking help."
"The need has never been greater."*

Good360 member charities

2. Number of registered Good360 members, 5,062 in FY25 compared to 4,414 in FY24

3. Total RRP of donated items delivered to Good360's national network of charities and schools - \$60.4m compared to \$61m in FY24

About Good360 Australia

At Good360, we believe all new goods should have a first life and not go to waste when there are millions of Australians who need them.

We source and distribute new and renewed, excess or purposefully donated goods and services from over 600 businesses and deliver them to people in need via our national network of over 5,000 charities and disadvantaged schools. This includes the items people use everyday like toiletries, school and office supplies,

clothes, homewares, computers, appliances, furniture, toys and sporting goods. It's all part of our Circle of Good - where surplus goods find purpose, not landfill. By helping people and our planet at the same time, we're creating a kinder, more sustainable Australia.

Since 2015, Good360 has connected over 44.2 million donated goods to people in need, preventing more than 7,600 tonnes of waste. Visit www.good360.org.au to find out more.

Alison Covington AM, Founder and Managing Director of Good360 Australia, said the findings reinforce that the challenge of reducing need and waste is deepening, and must not be treated as temporary.

"While some indicators might suggest the cost of living crisis may be easing, charities paint a very different picture. The reality is that demand on charities is rising. Australia's cost of living crisis is becoming a permanent, structural challenge that requires smart and sustainable long-term solutions. More charities than ever are telling us they cannot meet the need in their communities. Behind these numbers are families going without basic hygiene products, children without essential school supplies, and elderly Australians facing hardship for the first time. This is not the Australia we should accept in 2025."

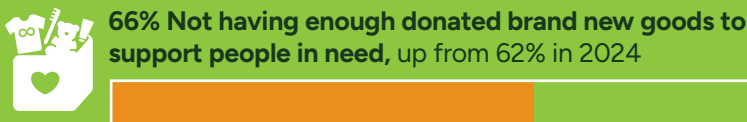
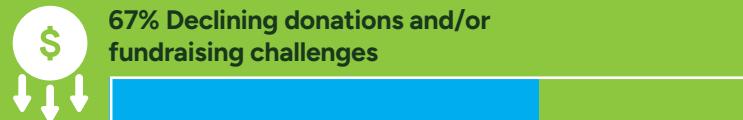
www.good360.org.au

#good360australia #circleofgood #bringinggoodtogether



Concern over a lack of donated items rises as cost of living worries remain

Which of the following are you concerned about in FY26?



"The cost of living crisis has left no one unaffected."


"While grateful for donations, we are never able to meet needs." Good360 member charities

The problem is growing, but more can be done to reduce need and waste

 **\$4.5 billion**
worth of unsold household goods are wasted each year⁴

The latest research shows the value of unsold retail goods wasted in Australia has risen sharply over the past few years, with the rise of online shopping returns adding even more to the volume of new goods potentially heading to landfill.

4. Report by [Deloitte Access Economics](#) (2025) commissioned by Good360 Australia

 **84%**
think governments could be doing more to help people in need have access to essential items/non-food aid.

 **83%**
think retailers and businesses could be doing more to support people in need e.g. by donating excess or unsold goods.

Introducing the first Good360 Community Hub

To help further reduce need and waste, Good360 is launching its first Community Hub – a flagship space and concept store where people in need, **accompanied by a charity community worker**, can access free essential goods with dignity.

The Community Hub brings together Good360's four impact areas (education, home, hygiene and play) in a retail-like environment that provides more than just a place to collect items, but dignity, comfort and a sense of belonging.

The Community Hub will also serve as a showcase for:

- **Charity members** to explore what's possible in their own community spaces.
- **Corporate and funding partners** to experience the real impact of their contributions.
- **The wider community** to share stories of hope and impact firsthand.

This milestone has been made possible thanks to the generous support of major funder Mounties Group* as well as Wenty Leagues* and IKEA. The Community Hub marks a new way of reaching and supporting Australians in need, transforming how the essential items people need to thrive are delivered. Our plan is for this to be the first of many, with at least one Community Hub established in every state and territory in Australia in the years ahead. Visit www.good360.org.au to find out more.

*via ClubGRANTS scheme which is a shared State Government-Club Industry program, funded by a 2.25% gaming machine tax rebate provided by the State Government to those registered clubs with gaming machine profits in excess of \$1 million per annum.



www.good360.org.au

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 **Good360**
BRINGING GOOD TOGETHER

 **10 YEARS**