



GIVIT

2018-2019

ANNUAL REPORT

givit.org.au

Celebrating
10 years

GIVIT

• *+ 1 million donations* •

givit.org.au



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GIVIT

matching generosity with
genuine need



CHAIRMAN'S LETTER



It is my great pleasure to deliver the Chairman's report, reflecting on GIVIT's achievements in 2018-2019.

It always amazes me how much GIVIT manages to achieve with so little. But the charity continues to evolve and is now recognised by governments, emergency responders and recovery agencies as a critical player in disaster management. In recognition of GIVIT's successful handling of previous disasters, including cyclones, fires and tragedies, several major corporate companies demonstrated their confidence in GIVIT by donating more than \$4.2 million to GIVIT's Queensland Floods Appeal. \$3.2 million of these funds have already been spent buying essential items locally for those impacted.

One of the strengths of our approach to donation management is that GIVIT does not take any fees for operational costs out of donation funds received. This means that 100% of donated funds go directly to purchasing essential items for those in need. GIVIT's buy local policy means that wherever possible these funds are spent in the communities affected, further boosting recovery efforts by supporting local economies. Unused donated funds are carried forward to the next financial year to continue ongoing recovery, with GIVIT committed to expending within 12 months of the disaster event for which they were received.

The unforgiving drought is continuing to cripple rural and regional communities across 98 per cent of New South Wales and 65 per cent of Queensland. With the financial support of the New South Wales Government, GIVIT has made a real difference to communities across their vast state injecting more than \$300,000 of donated funds into local economies. With no end in sight for the drought, GIVIT will continue to support charities working with farmers, individuals, families and communities experiencing severe hardship by providing the essential items they require.

GIVIT is firmly entrenched in Queensland and the Australian Capital Territory. The goal is to increase our reach with continued efforts in Western Australia, New South Wales and the Northern Territory. Exciting new projects will come online at the start of the 2019-2020 year with several new appointments, including our National Indigenous Support Program.

In the past decade GIVIT has transformed from a website with a little more than a dozen charities to now working with 2,711 support organisations across Australia. These charities, community groups, schools, social workers and government agencies all recognise the huge benefits of registering with GIVIT to receive the vital items needed by the people they support.

The GIVIT concept of giving something you no longer need to someone you will never meet has changed the way Australians reach out to the most vulnerable members of their communities. More individuals and corporate donors are now embracing the GIVIT way and proof of this was evident with the achievement this year of the facilitation of the millionth donation.

I wish to congratulate and commend Founder and Director Juliette Wright, her management team, particularly Queensland Manager Nikki Howson, staff and volunteers for their incredible response to the disasters that struck Queensland late in 2018 and early this year, combined with GIVIT's drought relief efforts across several states.

GIVIT activated quickly and efficiently to coordinate the delivery of vital items and relief to Queenslanders affected by flooding in the state's north and remote far west. The recovery response is continuing but more than 224,000 items have already been distributed to residents.



CHAIRMAN'S LETTER

In the first phase of recovery, GIVIT was able to provide vouchers for residents to buy food and personal care items, then came the delivery of beds, linen, clothes, fridges and washing machines as people began moving into alternate or their own housing after it was made liveable.

Juliette and the GIVIT team are working hard towards the implementation of GIVIT's enhanced new donation management platform to take us into the future. We are very grateful for the recognition and support of the Federal Government in the form of a \$275,000 grant to implement the new platform to support GIVIT's incredible growth and expansion.

I wish to thank my fellow GIVIT Board members, a dedicated and diverse mix of individuals who share GIVIT's passion and goals to alleviate poverty wherever it occurs. The Board's two sub-committees ensure GIVIT meets its strategic objectives and corporate obligations. The Finance and Risk Committee oversees the financial affairs, policies and risk management, while the Strategic Development Committee is responsible for GIVIT's national roll-out, corporate and government relationships as well as marketing and profile building.

Warmest congratulations to Juliette on receiving the well-deserved honour of a Medal of the Order of Australia (OAM) in January. Juliette continues to achieve GIVIT's vision, skilfully steering the charity and making a real difference to impoverished people across the country. As Juliette prepares to take extended long-service leave before returning to a more ambassadorial role with a concentration on fundraising, the GIVIT Board is confident of our future growth and development in the safe hands of the new CEO, Sarah Tennant.

I look forward with confidence of what the coming year holds for GIVIT.

Greg Goebel
Chairman of the Board



2018-2019 ACHIEVEMENTS



1,324,720

Total items provided to those in need since GIVIT began

573,917

Items provided to those in need this year

2,711

Total charities registered since GIVIT began

650

New charities registered this year

453,955

Items pledged via the virtual warehouse this year

16,867

Items provided to those affected by the Queensland Fires

224,571

Items provided to those affected by the Queensland Floods

73,517

Items provided to those affected by the Drought

\$3,500,000

Donated funds spent in local communities this year on essential items for those in need



CEO MESSAGE



What a year it was! I had goals and dreams for 2018-19 but everything that GIVIT has managed to achieve far exceeded all my expectations with 573,917 items reaching those who needed it most.

It's been an incredible year for GIVIT from the successful coordination of more than 224,000 donations to residents affected by Queensland floods; marking our 10th year of operation that coincided with achieving our millionth donation; to becoming the NSW Government's charity partner of choice for drought relief.

Never in my wildest dreams when I launched GIVIT at my kitchen table in 2009, supporting just 15 charities did I think that one day we would achieve one million donations with 2,711 charities across all corners of Australia. Our millionth donation appropriately occurred on Valentine's Day. The act of giving to someone you don't know and who you'll never meet is such an act of love. The item was a wheelie walker requested by a southeast Queensland rehabilitation centre for one of their clients.

In September and November, Queensland was struck by multiple bushfires, heavily impacting the state's central coast. GIVIT quickly activated to support communities around Mackay and Gladstone, providing 16,867 donated items to help residents in their recovery. The vital and requested items ranged from a new mattress for an elderly woman who was sleeping on the floor, clothes for a man who lost his house and a fridge for a young mum trying to feed her children.

The worst of Queensland's cruel summer of 2018-19 struck in late January and early February when a monsoonal trough brought unprecedented rain and flooding across a wide area of Townsville and the remote far western grazing region.

Despite the coordination of a mind-blowing 224,000 donated items, the task of supporting vulnerable Queenslanders during their long recovery continues. We sincerely thank the Queensland Government for the ongoing support of GIVIT's Disaster Recovery Service.

On July 10 those magnificent men and women of the Road Boss Rally took off from Brisbane on a nine day adventure that ended in Booligal, outback New South Wales. The rally is GIVIT's major fundraising supporter and I was overcome with gratitude when they presented GIVIT with a cheque for \$250,275. In three years the rally has donated an incredible \$750,000 to GIVIT and it's these funds that keep our lights on and allow us to do what we do. I really don't know how to thank RBR's founder Jamie Lawson, officials and all the entrants enough. This year's rally delivered support to so many residents in remote areas of Queensland, New South Wales, South Australia and Victoria particularly those in drought-affected areas. As the rally drives out of remote towns they leave behind much more than a cloud of dust – they leave behind hope.

News in April that the Federal Government was funding GIVIT's new online disaster management platform was met with much excitement. The \$275,000 grant was provided through the Government's 2018-19 Disaster Resilience Package and will significantly enhance and increase the capacity of GIVIT's services.

We are incredibly grateful for the support of the Federal Government and Senator Linda Reynolds, Minister for Emergency Management and North Queensland Recovery. It is expected the new disaster management system will be up and running in early 2020.

I also want to acknowledge my heartfelt thanks to our incredible and generous corporate partners, IAG, Hanes and Clayton Utz, It is because of their ongoing support that GIVIT remains a free service to the 2700+ charities and services we support.





GIVIT's National Indigenous Support Program also received funding from the Australian Government. We are currently recruiting two staff members who will support non-profits working with Indigenous Australians to get essential items to improve health and wellbeing outcomes. I was also thrilled to see the recent launch of GIVIT Schools, to promote philanthropy among students with the goal of fostering the next generation of generous givers.

We pay huge gratitude to the NSW Government who became GIVIT's official partner to manage offers of assistance for drought affected communities. We welcomed Scott Barrett to the team as our NSW Drought Manager and he has done an incredible job personally covering an extraordinary geographic area to ensure support is getting to where it's needed most.

Our donations continue to make a real difference to the most vulnerable people in our communities. These have included a washing machine for a family who were washing their laundry by hand after the floods; a laptop that is allowing a young refugee woman to follow her dream of becoming a lawyer and shoes for a student who was attending school wearing footwear held together by gaffer tape.

I wish to pay a huge debt of gratitude to the GIVIT Board and all our amazing staff and volunteers who put in an extraordinary effort in the past 12 months, particularly ensuring that fire, flood and drought-affected residents received the essential items they needed.

Our state managers have worked tirelessly to support their communities. Caroline Odgers has continued to do deliver amazing outcomes in the Australian Capital Territory.

Travis Fitch made a genuine difference in the West including coordinating the donation of all materials and equipment for a girls' school built in remote Kununurra that officially opened in October.

We are thrilled to welcome to the role of Northern Territory Coordinator, Tali Dunnage-Burke, who is already making a huge difference to the lives of people in need in the NT.

Our incredible Queensland Manager Nikki Howson, who led GIVIT's recovery after Queensland's disastrous summer, will be moving into the role of National Manager. Nikki has been the formidable leader of GIVIT's Disaster Recovery Service in Queensland since 2016, including the major events of Tropical Cyclone Debbie, the Queensland Floods and Queensland Fires. We thank Nikki for her incredible leadership in her role and congratulate her for moving into the role of National Manager.

We have continued to partner with major national corporate donors to redirect their slow moving and obsolete stock from landfill to someone in need. A leading manufacturer has donated hundreds of thousands of items of underwear, clothing, and linen that have been distributed to all corners of the country. Several other manufacturers have come on board this year as well as corporate financial donors who significantly contributed towards an incredible \$4 million in donations to GIVIT's Queensland Floods Appeal.

On a personal level, receiving a Medal of the Order of Australia for service to the community through charitable initiatives came as a complete yet wonderful surprise. I'm still pinching myself. I was both excited and humbled by the unexpected news. The award is a reflection of the wonderful support of my husband, children, parents and the whole GIVIT team.

I am preparing to take some much anticipated long-service leave in September and return refreshed and renewed for fundraising and ambassadorial duties. I will hand my GIVIT 'baby' over to the very safe hands of current National Stakeholder Manager Sarah Tennant who will become CEO and I look forward with such confidence and excitement where she will lead GIVIT.

**Juliette Wright OAM
Founder/CEO**



WELCOME



Vision

Our vision is to match generosity with genuine need. Our purpose is to satisfy unmet need within the Australian community by inspiring and connecting an online network of givers.

Purpose

Our purpose is to satisfy unmet need within the Australian community by inspiring and connecting an online network of givers.

- We are motivated by making a difference to people in need, every day
- We are driven to go the extra mile
- We build trust, act with integrity and show respect
- We truly appreciate our volunteers, charities, donors and supporters

WHAT IS GIVIT?

GIVIT is a national not-for-profit organisation matching public and corporate generosity with genuine need. GIVIT works to alleviate poverty in Australia by ensuring every charity and community group has the items needed for the people they support. 1,324,720 items have already been received by vulnerable Australians since GIVIT was established in 2009.

Through its website givit.org.au, charities request essential, quality items for their clients. GIVIT matches requests received with items donated by generous public and corporate donors, ensuring our most vulnerable residents receive exactly what they need, when they need it the most.

Founded in Queensland, GIVIT now has dedicated staff in Brisbane, Canberra, Perth, Darwin and a dedicated Drought Manager in Orange, New South Wales, and provides a free service for community organisations and charities Australia wide.

GIVIT's unique virtual warehouse eliminates the need for charities and government agencies to store, sort and dispose of unwanted items, saving valuable time and resources. There are no warehousing requirements, which can present a major administrative and financial burden especially following large disasters.



2018/2019 HIGHLIGHTS

GIVIT's
NSW Drought Relief
Program launched in
partnership with the NSW
Government

GIVIT's Northern Territory
operations start to gain real
momentum

Another successful
Road Boss Rally
raised \$250,275

1,324,720 donations
achieved since
establishment in 2009

One millionth
donation milestone

GIVIT
turned 10!

573,917
items donated this
year alone

\$4,094,567 donated to
Queensland Floods
Appeal from
corporate and
individual donors

224,571
items donated across
Queensland floods

GIVIT receives \$275,000
from Federal Government
for new online disaster
management platform

Secured McCusker
Charitable Foundation
support for GIVIT's
Western Australian
operations

Record number
of gifts donated for
Kids in Care Christmas
Appeal giving every
child in care an extra
gift at Christmas

650 new charities
registered

\$45,000 grant
awarded to GIVIT
ACT from the
Parliamentary Press
Gallery Midwinter
Ball

QUEENSLAND

JUST WHEN WE THINK MOTHER NATURE HAS TESTED QUEENSLAND TO ITS LIMITS, SHE MANAGES TO CHALLENGE THE SUNSHINE STATE AGAIN.

An early start to bushfire season in September 2018 saw small communities in the Somerset and Gympie council areas pull together to get through extensive bushfires. Wide areas of fencing, livestock and animal feed were lost as paddocks were ablaze. Areas further north felt the heat and ferocity of wildfire just weeks later when fires raged out of control in Central Queensland and claimed homes, livelihoods and precious native forests.

GIVIT was able to provide immediate support as generous donors opened their wallets to support Queenslanders in crisis. Facing the devastation of fire, on top of ongoing drought conditions is taking a terrible toll on the mental health of rural communities.

More and more local services across Queensland are registering to use GIVIT, requesting exactly what is needed to help people they are supporting through extreme hardship, and making it easier for everyday Australians to support a person in need, wherever they live.

GIVIT was able to help two families in Cherbourg in their recovery after separate house fires. In April, a large family was lucky to escape with their lives when a fire destroyed their home and all their possessions. GIVIT donors provided the family with a washing machine, fridge, microwave, TV and laptop.

Then in June fire engulfed another local family's home and GIVIT helped them set up alternate accommodation with a new fridge and washing machine.

GIVIT was excited to launch GIVIT Schools this year, an initiative to harness the generosity of students and nurture a future generation of philanthropists. Our goal is to link students who can give with a school in need or individuals and families living in poverty within their community. Charities, principals and chaplains can register with GIVIT Schools to receive support for their school or individual students. Schools willing to donate can match to a school, student or anyone in their community with needs.

Leading up to Christmas, more than 70 schools and childcare centres joined the GIVIT/Queensland Government Kids in Care Appeal and donated toys for children living in care. Thousands of gifts were donated across the state, with some large schools donating hundreds. Other schools raised funds so Christmas gifts could be purchased locally in drought-affected towns. A great effort!

Thank you too to two little boys on a mission, Jack and Hayden, who together with their mum have set up The Little Elves Project to make Christmas a little brighter for Queensland kids in foster care. They put on a day of activities and fun on the Gold Coast and managed to smash their goal of collecting 5,000 gifts. We're proud to say The Little Elves Project has agreed to work with GIVIT next Christmas as well.



QUEENSLAND



Their incredible contribution helped bring a smile to many children across the state. Thank you to everyone who donated to the Kids in Care Appeal – more than 9000 gifts were collected and distributed through Child Safety Centres. Let's hope we can make it even bigger for the next one!

In response to the exponential increase in year-on-year demand from charities and recovery agencies requesting support after Queensland natural disasters, and donors – especially corporates – wanting to offer significant donations, GIVIT has secured funding through the Department of Home Affairs to rebuild the GIVIT donation management platform. This will ensure it is capable of meeting growing demand on the system and increase capacity to cope with multiple concurrent large scale natural disasters. This work includes improved automation and significantly enhance the usability for recovery agencies and community organisations who register to use the GIVIT platform.

GIVIT has also sought further funding through Queensland Reconstruction Authority 2018-19 Resilience Funding to add functionality to streamline the request process for Queensland Department of Communities, Disabilities and Seniors and Human and Social Recovery Group partners, manage the surge in volume of requests from charity partners and offers from corporate and public donors, and to reduce costly resources involved in purchasing locally to support those affected by Queensland disasters.

A huge thank you to Queensland's Department of Communities, Disability Services and Seniors for ongoing support to continue to achieve incredible results in supporting people and communities through extreme hardship and natural disasters.

We are pleased to welcome Jo Beadle as our new Queensland Manager. In the last decade, Jo has led the recovery teams during some of Queensland's most devastating natural disasters - holding the position of Director with the Queensland Department of Communities, Community Recovery and Resilience and the Queensland Reconstruction Authority. Alongside her intimate and expert knowledge in community recovery, Joanne has built a strong reputation for her ethical and compassionate approach to managing teams and stakeholders in times of crisis.

Nikki Howson
Queensland Manager



DISASTER RECOVERY



Queensland Floods

Between Australia Day and February 9, 2019, an intense slow-moving monsoonal trough and tropical lows delivered unprecedented rainfall across a wide area of Queensland's North and North West. Some areas received their annual average rainfall in a couple of days with Townsville recording 1259.9mm of rain in the 10 days to February 8 – the previous record was 925.5mm in 1953.

According to official Queensland Government figures, 3,369 residences were damaged in the floods including 1,255 homes left uninhabitable. Personal item losses were incredibly high for many residents, some of whom were already experiencing financial challenges.

In grazing communities in the state's North West, where the downpour was initially welcomed, an estimated 500,000 drought-stressed cattle died after the severe weather. Graziers and their families suffered enormous heartache after weathering years of harsh drought only to lose their livelihoods and bloodlines.

GIVIT coordinated a staggering 224,571* donated items, for affected residents across the state, working in partnership with the Queensland Government and local governments to manage donated funds and all offers of goods and services.

GIVIT worked quickly and effectively with recovery agencies and local community services to process requests and get items to where they were needed most. Requests were prioritised on the information provided by supporting services. In the first weeks the most needed items were the basics for re-establishing a home, such as groceries, beds, bedding, towels, fridges, washing machines and rural supplies.

GIVIT donations changed lives, including a fridge and washing machine for a Townsville mother of three children with autism, who lost everything in the floods; and beds, sheets, doonas and towels for a family whose possessions were washed away from their submerged cattle station outside Julia Creek. Australians opened their hearts to the devastating scenes coming from Queensland. The Queensland Floods Appeal has raised \$4,094,567* from individual and corporate donors. Major corporate donations included those from Adani, Anglo American, Wilmar Sugar, QIC, MMG, Glencore, TerraCom, Incitec Pivot, Golden Casket, Kennedy Energy, Domain Central and Stockland.

On Friday, February 15, all Bunnings stores across Australia held fundraising sausage sizzles, raising \$316,396 for GIVIT's flood relief. Bunnings stores in Tasmania directed \$7,000 they raised to services supporting that state's bushfire-affected residents. One hundred per cent of funds received by GIVIT were used to purchase essential items. To help stimulate local economies affected by a disaster, wherever possible, GIVIT purchases items from local providers to support the business community as it also recovers.

GIVIT was proud to again work closely with Australian Red Cross, UnitingCare and Team Rubicon Australia, the volunteer Defence veterans who step up in times of disaster. GIVIT provided vouchers for the purchase of fuel and cleaning products and safety equipment to assist Team Rubicon who worked tirelessly in Townsville. GIVIT is grateful for the ongoing support of the Queensland Government who provided additional purchasing officers that doubled GIVIT's purchasing resources of staff and volunteers in the Brisbane HQ. The extra staff were able to get urgently needed new items purchased locally and delivered promptly.

With the majority of donated funds now spent, GIVIT's focus is on supporting ongoing requests from recovery services working with affected residents on a case management basis, helping the most vulnerable residents to rebuild and make their homes liveable.

Flood-affected residents have been overwhelmed by the support they have received, the effectiveness of GIVIT's Disaster Recovery Service and the generosity of the Australian community and corporates.



*(as at June 30, 2019)

DISASTER RECOVERY



Queensland Fires

Fire season began early with unprecedented bushfire events across wide areas of Queensland after a long period of low rainfall combined with warmer temperatures.

In September GIVIT supported residents in the Somerset and Gympie council areas affected by bushfires by providing 552 items, mostly vouchers for fencing and grocery supplies.

The worse was to come between late November and into December when 1,250 separate bushfires were reported to be burning across Queensland with the most serious situations occurring around the state's Central Coast region. GIVIT partnered with regional councils in Gladstone and Mackay, and with local charities, and community groups to coordinate the donation flow to affected residents after several homes were lost and thousands of hectares razed destroying kilometres of fencing.

GIVIT provided 16,867 urgently needed items for residents mostly in the Deepwater and Baffle Creek communities, south of Gladstone and the Engella and Finch Hatton areas west of Mackay.

Recovery support is still being provided to these communities.

A \$100,000 donation from mining company Anglo American, \$50,000 from energy supplier ConocoPhillips and \$25,000 from the Queensland Premier's Department provided a major boost to GIVIT's Bushfire Appeal. A total \$242,428 was raised from corporate and individual donors.



GIVIT was able to organise the delivery of almost an entire household of furniture to a family who lost everything south of Gladstone. A friend of the family said: "The donation was delivered and your furniture was unreal, all brand new. He was crying showing me."

Fire claimed another man's home and business. Thanks to the generosity of donors, GIVIT was able to provide him and his family with incredible support, including local vouchers for fuel and other essentials, furniture, school equipment for the children, and materials and equipment to assist in the clean-up and re-establishment of the property. A charity supporting the family told GIVIT: "Without GIVIT and their generous supporters we would never have been able to provide all we did for this family who were definitely one of the worst affected by the fires."

Other items requested for fire-affected families included a new mattress for an elderly women forced to sleep on the floor, clothes for a man who lost everything when his house burnt to the ground and a fridge for a young mother who needed to feed her children.

One hundred per cent of donated funds received by GIVIT are used to purchase vital and requested items for residents in their recovery. GIVIT follows a firm policy of buying locally to support local businesses that are often also affected by disasters. This 'buy local' policy helped to keep a Baffle Creek store afloat after the disaster. Thousands of dollars in vouchers and items were purchased by GIVIT from the store. The small businessman told GIVIT he had lost eight days of trade during the fires and had to break the devastating news to his children there would be no spare money for Christmas presents. He was so grateful for GIVIT's support that kept his store trading and ensured there were presents under the tree on Christmas morning.



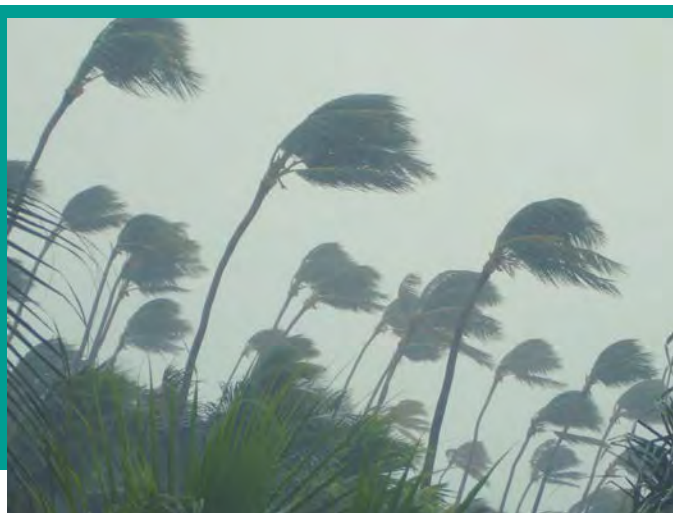
DISASTER RECOVERY

Carlton United Breweries Water Donation

90,000 cans of free drinking water were distributed in Townsville to charities and community groups for people they were supporting in flood-affected Townsville and in Gladstone after the bushfires.

The huge donation was part of Carlton & United Breweries free drinking water program, launched in December in partnership with the Queensland Government and GIVIT. CUB has produced thousands of cans to ensure Queenslanders affected by natural disasters have access to clean drinking water.

Other recipients included people at evacuation centres, residents whose access to clean water had been compromised and volunteers who helped in the clean-up effort.



Tropical Cyclone Trevor

Cyclone Trevor caused havoc after it swept over Cape York communities damaging buildings and delivering flooding to residents of Queensland's remote far north in March.

The Category 3 storm brought winds gust of more than 130km/h and 300mm of rain to the largely Indigenous communities.

Charities and community organisations supporting the isolated residents requested vouchers for urgently needed food and fuel. GIVIT donors provided over 200 items to the communities.



WESTERN AUSTRALIA



GENEROUS HEARTS BUILD A SCHOOL FOR WESTERN AUSTRALIA'S MOST AT RISK STUDENTS.

This year saw a GIVIT in Western Australia working with 307 local charities and support organisations. 17,561 new and pre-loved items were provided to people in need across the state. We continued to build our profile throughout WA in order to attract more great quality donations via our safe and efficient online platform, and worked with nine local councils to provide recovery support in times of emergency.

An absolute highlight was working in partnership with not-for-profit group Alta-1 to deliver a CARE school in Kununurra. The school provides an alternate education program for female students who face complex, social, emotional or medical issues. A sincere thanks to SpaceFrame Buildings who stepped up and donated the buildings for this unique project.

In February we said a sad goodbye to our amazing WA Manager Travis Fitch who accomplished so much over the past 18 months. In such a short time Travis became an integral member of the GIVIT team. His compassion, passion, integrity and energy encapsulated everything GIVIT stands for. We want to thank Travis and his family for his dedication and all he has achieved for the people of Western Australia and wish him all the best in his new endeavour.

Thank you to all our donors and regular charity users. A special thank you must go to our inaugural Western Australian partner the Bankwest Foundation, whose support since 2015 facilitated the establishment of GIVIT in Perth and has enabled us to complete such amazing work across the state. Thank you also to the McCusker Charitable Foundation, Storage King, Centurion Transport, and Fantastic Furniture for their ongoing support.

Other key projects this year include:

Armadale

GIVIT supported Armadale and surrounding suburbs to become more resilient, especially in their care for those who are vulnerable and disadvantaged. This project was made possible by Westpac through the provision of a \$10,000 Community Grant.

Temporary care house

A six-bedroom house was fully furnished through the GIVIT platform and through GIVIT's ability to leverage corporate support.

Reunification project

In partnership with Mirrabooka District, GIVIT supplied two families with more than \$8,000 of essential household items including furniture, linen and whitegoods to help reunify families.

Department of Communities office relocation

Working with Mirrabooka Child Protection and Family Support and the North Metro Youth Justice services, GIVIT redirected more than 360 quality items including chairs, whiteboards, filing cabinets and tables from landfill to assist those in need. The project helped furnish a church in Beldon that is doing amazing community work with people in need in the Northern Suburbs of Perth



AUSTRALIAN CAPITAL TERRITORY

SUSTAINABILITY, KEEPING OUR VULNERABLE WARM IN WINTER, PROVIDING BACK TO SCHOOL ITEMS FOR CHILDREN AND A SET OF WHEELS WERE HIGHLIGHTS OF THE PAST YEAR IN THE ACT.

GIVIT has coordinated more than 85,000 donations since launching in the ACT in May 2017 and supports 221 registered charities and service providers.

To raise awareness and funds to purchase urgently needed items for those in need, GIVIT was selected as charity partner for the Canberra Raiders match day, Handmade Markets and Dramatic Productions and collaborated with ActewAGL, LJ Hooker and Embassy of the United Arab Emirates.

In July 2018, GIVIT was invited to be a member of the ACT Government's Community Recovery Sub-committee (led by the Community Services Directorate). This committee is made up of service providers who will be activated in times of natural disaster, such as bushfires or flash flooding. GIVIT's role during these activations is to manage all offers of assistance for both goods and services.

GIVIT was also a recipient of a John James Foundation grant to purchase items to improve the health and well-being of refugees and asylum seekers in the Canberra area. With funds from the grant, GIVIT has fulfilled requests including iPads for a mother and son who are mute so they can learn Auslan; a medical bed for a man who had experienced torture; and orthotic shoes for an elderly woman who was housebound.

GIVIT's biggest campaign of the year, the 2019 Back to School Appeal, matched 3,375 stationery and school items to children in need across the Capital Region. This year GIVIT partnered with ACT Government's Community Services Directorate to increase its reach to families living in poverty.

GIVIT was a major grant recipient of the Parliamentary Press Gallery Midwinter Ball to purchase GIVIT's first van for the Capital Region that stretches from Youth to Eden in NSW. The VW Caddy has been instrumental in GIVIT ACT's expansion across the region, along with charity and donor outreach.

The achievements of GIVIT Capital Region are also credited to its 12 volunteer Community Champions. The key focus of these volunteers is to raise awareness of GIVIT in the local community, increasing the flow of donations.

Caroline Odgers
ACT Manager





Our heartfelt thanks to the Community Champions, along with Capital Region partners, collaborators and its generous donor community. We appreciate your continued support as we strive to match 100,000 donations in 2019-20.

ACT at a glance

- More than 85,000 donations matched to people in need since launching into ACT in May 2017
 - 221 service providers registered with GIVIT Capital Region
 - Supported locally by the ACT Government's ACT NoWaste to encourage the community to give their pre-loved, quality household items a second life
 - Diverted close to 150 tonnes of reusable items from landfill
- During the past 12 months, GIVIT has established collaborations with a number of local organisations which have a sustainability focus. These include:**
- National Mail and Marketing who cover the cost of all printed collateral and donate their excess/obsolete stock through the GIVIT platform
 - ACTION Buses who donate lost property, including popular GIVIT item requests such as bikes, umbrellas, non-perishable food and sporting equipment
 - Canberra Environment Centre's Recyclery who donate refurbished bikes
 - Capital Linen who donate excess stock of blankets, sheets and pillows
 - MBK Pizza who refurbish and donate Macbooks
 - XTM Performance's "Heat the Homeless" Appeal whereby customers can drop off their quality pre-loved ski gear to Anaconda stores.



NEW SOUTH WALES

IN ONLY 10 MONTHS, GIVIT HAS MADE GENUINE AND SIGNIFICANT CONTRIBUTIONS TO RURAL AND REGIONAL AREAS RIGHT ACROSS NEW SOUTH WALES AFFECTED BY THE RELENTLESS DROUGHT.

With 98 per cent of the state drought declared and 36.8 per cent classified as experiencing intense drought, needs are high and increasing.

GIVIT became a charity partner of the New South Wales Government in August 2018 to coordinate the delivery of drought relief donations. I was appointed GIVIT's New South Wales Drought Relief Manager in October and my first order of business was heading off on a listening tour of the state's central west to meet charities and community groups and learn about the needs in drought-affected regions.

While numbers tell one story, the true measure of the success has been the stories from the recipients and groups we have worked with. We have learnt through this process that people receiving GIVIT donations place far more than a monetary value on these items.

A Year 5 student at Menindee Central School articulated this perfectly, without prompting or preparation: "It's really nice to know that someone I have never met is thinking about us."

As well as helping individuals, GIVIT has worked to support community organisations such as tennis, swimming, cricket and pony clubs, show committees and annual rural events. The existence of these groups is vital for the social and mental health of isolated farming communities.

The geographic spread of registered organisations across the vast state has provided challenges for GIVIT to maintain and nurture relationships with just one person on the ground. We've travelled widely across the state's Far West, Central West, Southern Tablelands, Hunter and Riverina, and as the network of GIVIT users grows, it is proving more difficult to keep up with demand.

However, with a relatively small amount of resources and lots of enthusiasm and willpower, GIVIT has been able to successfully achieve an enormous amount in under a year. Right across the state, there are stories of the impact GIVIT has had. And while a \$100 voucher to a local store might not save a farm, if it helps a farmer pick up their feet for another day, it is worth every cent.

The support GIVIT has provided to remote communities is expressed in a thank you from Nadia Simmons of the Burthong branch of the CWA in the Central West: "This organisation is truly amazing, helping so many families that are in need. Coming from a drought affected area, the donations received within our community have been very much appreciated. The GIVIT team are understanding to our situation and willing to help wherever they can. Thank you again for helping us out with the donations to families within our community."

With no end in sight to the crippling drought, the goals going forward into the next year are for GIVIT to continue supporting drought communities and gaining greater recognition and awareness of our work, illustrating what we can offer and to register more charities for donation support. These goals have been made possible thanks to the support of the National Farmers' Federation and the NSW Government, combined with the generous support of donors.

Scott Barrett
NSW Manager





New South Wales Highlights

- Providing 73,517 essential items to those severely impacted by drought
- Spending more than \$300,000 with local businesses
- Registering more than 140 NSW-based charities supporting drought-affected communities
- Receiving \$250,000 from National Farmers' Federation which is being used to purchase essential items; plus donations up to \$50,000 from organisations such as Tabcorp, Scentre Group, local councils, AGL and Harris Farm Markets
- Providing hundreds of Christmas presents and hand written letters from city kids to remote schools
- Achieving extensive media including Sky TV, Today Show as well as local TV, radio and print
- Valued partnerships have been developed with the Rural Adversity Mental Health Program (RAMHP), Rural Resilience Officers, the DPI, National Farmers' Federation and Local Land Services.
- Key corporate supporters include Harris Farm Markets, AGL, IAG, IGA, Hanes Australasia and Road Boss Rally

Donations among the 73,517 items to drought-affected communities have been many and varied. Highlights include:

- Facilitating with the Road Boss Rally the donation of a donga to be used as a school house for a family near Mount Hope
- \$6000 of IGA vouchers provided to Cobar residents to purchase water
- School uniforms for students attending School of the Air
- Fuel vouchers for hundreds of farmers including 50 x \$100 vouchers through the White Cliffs CWA as well as supporting a Coonamble woman to attend specific specialist medical treatment
- Sporting equipment and 127 uniform items for a boarding house in Broken Hill that allows bush kids to live in town and attend the local high school
- Diesel for OzFish to run an aerator in the Darling River to assist remaining fish stocks



NORTHERN TERRITORY

FOCUSING ON ENGAGING LOCAL COMMUNITY SERVICES, BUILDING TRUST AND SHARING STORIES ABOUT GIVIT SUCCESSES TO ATTRACT NEW DONORS.

Donors have responded quickly to calls for assistance to support a wide range of requests from services, including those working with people experiencing homelessness, domestic and family violence and changing lives for children and young people, migrant families and those moving from prison or alcohol rehabilitation into transitional housing.

Interstate donors have been incredibly generous in their ability to help fill essentials such as grocery vouchers and clothing needed in the Territory, but even more exciting is that local businesses are jumping on board too. Great donations of furniture and linen have already been received, and the incredibly thankful messages being received from support organisations registered with GIVIT are bringing smiles to the faces of the business donors as well.

Here's to a promising 12 months ahead, to really see the impact the gift of giving can have when another person is going through extreme hardship. Schools are working with GIVIT to plan toiletry drives, donors have been giving cash to allow young men to purchase construction boots to get into the workforce and clients of a local alcohol rehabilitation program are growing their skills as they participate in volunteering opportunities with GIVIT.

Tali Dunnage-Burke
NT Coordinator





ROAD BOSS RALLY

Our major fundraising partner

"Driven to make a difference"

Those incredibly generous, fun-loving adventurers who make up the Road Boss Rally set off on their 2018 odyssey from Brisbane to Booligal and topped up GIVIT's financial tank with a cheque for **\$250,275!**

The rally has been a major fundraising partner of GIVIT for the past three years and has raised a massive \$750,000 for GIVIT's operations.

The 2018 rally left Brisbane's historic naval base, HMAS Moreton at Bulimba, on July 10, and travelled 3,500km through four states, zigzagging the mighty Murray River, over nine days. The 180 participants driving 60 character vehicles all safely completed the challenges of dust storms, sand hills, salt plains, old rail tracks and corrugated outback trails to arrive in the tiny NSW Riverina village of Booligal.





The iconic Aussie rally led by the “Road Boss” himself, Jamie Lawson, travelled south to Texas on the border, then crossed into New South Wales for overnight stops in Nyngan and Pooncarie, South Australia’s Berri, Victoria’s Dimboola before Mildura for two nights, then back into New South Wales to Quambatook and finally Booligal.

The rally leaves in its wake a positive impact not only for the entrants and GIVIT, but on so many individuals and communities along the way who receive donated items and the financial benefits including the purchase of fuel, food and accommodation in some very remote regions. Many CWAs, school P&Cs, sporting and community groups receive a much needed financial boost by providing catering for the entrants. The rally entrants delivered hope and practical support to so many communities suffering through this extended drought.

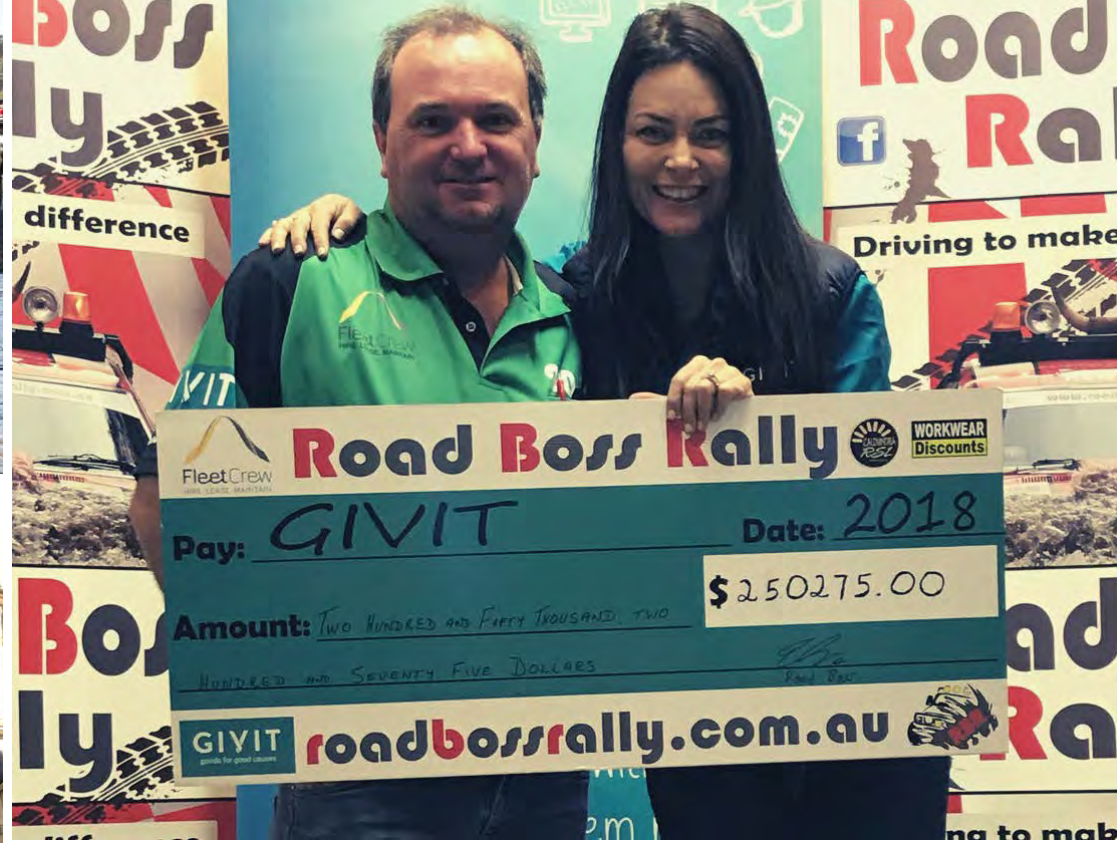
Jamie Lawson said the Road Boss Rally always lives up to its mantra of “driving to make a difference” by helping communities along the way. “When finishing a rally a lot of entrants get the feeling of great accomplishment and so they should,” he said.

“It’s not just the tens of thousands of dollars that the rally participants spend along the way in some remote towns that are doing it tough but the fact we team up with GIVIT to find out exactly what’s needed in the communities we visit. Rally entrants help these communities get what they need.”

While in Victoria’s Dimboola, rally entrants held an auction of items to raise funds to allow students of the local primary school to attend camp. Many of the parents are struggling financially because of the ongoing drought in the region.

In Quambatook, GIVIT also delivered several boxes of new underwear and clothing and winter woollies knitted by volunteers from the Sunshine Coast were presented by a rally entrant.





A donation with a difference was made to the Booligal school after they requested mulch, woodchip and loam to build a vegetable garden. The school's eight students who live on the Hay Plains are looking forward to working in the new fertile patch.

"The Road Boss Rally crew call themselves ordinary people doing extraordinary things. But we truly believe they are all extraordinary people doing incredible things," Juliette said.

"GIVIT is incredibly grateful and humbled by their support for us. All the crew of the RBR are truly treasured by everyone at GIVIT and we appreciate the incredible effort that goes into every rally and the fundraising the entrants undertake year round."

Thank you to all of our Road Boss "Rallytives"!



BOARD OF DIRECTORS

GIVIT's Board members bring together a diverse mix of skills and experience but share a dedication to alleviating the effects of poverty and ensuring a risk-free national expansion of GIVIT.

This year GIVIT bid farewell to long-time Board member Jim McGowan who stepped down after eight years of service as a GIVIT Director. Jim brought to the Board an incredible wealth of experience in disaster recovery having held the position of Director- General of the Department of Emergency Services and Director-General of the Department of Community Safety in Queensland. Jim's wisdom and strong community values will be dearly missed.

The Board also welcomed Elisha Bubalo, GIVIT's Financial Manager, as Company Secretary.

GIVIT's Board of Directors met six times in the 2018-19 financial year. Additionally GIVIT has two Board Committees to support its activities and ensure GIVIT meets its strategic objectives and corporate obligations. The Strategic Development Committee chaired by Ron Arnold, oversees GIVIT's national roll-out, corporate and Government relations, as well as marketing and profile building in line with the GIVIT Strategic Plan. The Committee has five members and met four times in 2018-19. The Finance and Risk Committee chaired by Stan Mogg, oversees financial affairs, policies and risk management. The Committee has four members and met six times in 2018-19.



GREG GOEBEL

CHAIR

Former Executive Director Red Cross, Chair of Inclusive Brisbane Board, Member of the Strategic Development committee



JULIETTE WRIGHT OAM

FOUNDER

Order of Australia Medal recipient, Australian of the Year Award recipient, Australia's Local Hero 2015, Member of the Strategic Development committee



STANN MOGG

BOARD MEMBER

CPA, FAICD, Business and Investment Management, Director of several private companies in Australia and overseas, Chair of the Finance and Risk Committee



JIM MCGOWAN AM

BOARD MEMBER

Adjunct Professor Griffith University, Former Director-General of Departments of Community Safety, Emergency Services Justice and Attorney-General



CARITA MARTINEZ

BOARD MEMBER

General Counsel Golding Contractors Pty Ltd, Former Senior Commercial Manager NTL (Virgin Media), Member of the Strategic Development committee



JONATHAN CORBY

BOARD MEMBER

Board Member
Member of the Finance and Risk Committee, Partner, Clayton Utz



RON ARNOLD

BOARD MEMBER

Managing General Partner IAG, Firemark Ventures, Chair of the Strategic Development committee



OUR VOLUNTEERS

Volunteers are the backbone of GIVIT. We would never have achieved the momentous millionth donation this year without the support of our incredibly generous team of volunteers.

Some volunteers give their time and talents on a weekly basis while others swiftly spring into action when the call goes out for help to support an event or at times of disaster. All our volunteers share our passion to alleviate the effects of poverty.

Without our army of volunteers GIVIT would not have managed to coordinate the delivery of 224,000 items during the Queensland floods early in 2019. Volunteers skilfully supported the small purchasing team in Brisbane's HQ to get vital and requested items out to where they were needed, to individuals, families, graziers and communities. GIVIT has 30 volunteers supporting GIVIT's activities across the country.

A heartfelt thank you to all our amazingly generous volunteers who share so much with GIVIT, their big hearts, talents and skills. We truly appreciate all you do.



GIVIT charity founder finds a friend in 'can-do' volunteer

Juliette Wright, 45, Camp Mountain, GIVIT founder In 2008, I wanted to donate my son's baby clothes to charity but none would take them. They told me they needed other things more desperately, and that's when I realised there was a gap in the market. There needed to be a way to help these charities get what they required so they could better help the people that needed it most. That's when I had the idea for GIVIT, which has become a national not-for-profit company that connects people who are willing to donate with those who need the help.

One special and long-term volunteer Kirsty Catalano was recognised in February in the U On Sunday magazine in The Sunday Mail.

During the 2011 Brisbane floods GIVIT's Founder Juliette Wright put out an urgent call for volunteers after the website was overwhelmed by 1.8 million hits in 10 days.

In the article, Juliette recalled asking Kirsty what she would like to do. Her reply was "whatever needs to be done". So with inquiries coming from across Australia, Kirsty became the interstate manager. "She was a godsend," Juliette said.

Kirsty says she has loved her eight years volunteering with GIVIT and describes the charity as the little engine that could.



OUR FUTURE DIRECTION

1

Develop and introduce a new website and giving platform. The highly sophisticated online platform will transform GIVIT's operations, particularly during disaster recovery

2

Restructure GIVIT's management team, including the appointment of a new CEO, to support our national operations from head office with highly-trained, passionate and dedicated staff and volunteers

3

Continue to grow our presence in the Australian Capital Territory, Northern Territory and Western Australia

4

Establish GIVIT's National Indigenous Support Program to provide free essential items needed to improve the health and well-being of Aboriginal and Torres Strait Islander peoples

5

Continue to promote, develop and refine GIVIT's world-class disaster management system in Queensland and begin expanding the service nationally

6

Continue supporting drought communities through GIVIT's Drought Relief program in partnership with the NSW Government

7

Create long-term relationships with corporate sponsors, government agencies and foundations to build key partnerships cementing GIVIT's continued growth

8

Raise the profile of GIVIT, encouraging more donors to give and encourage more charities to register with GIVIT

Thank you to our all our wonderful donors.

Here are some messages of thanks from the people you have helped!

From a charity supporting bushfire recovery support in the Mackay region: "A resident of Crediton who GIVIT provided with a \$1000 Coles voucher wanted me to pass on her deepest gratitude. She was overwhelmed with the generosity and broke down in tears. It was a very heart-wrenching moment."

From a charity worker in the Queensland fires recovery: "Thank you so much for all your awesome support for our client and his family. Can't believe what an incredible job you guys do, it helps change people's lives and lifts their spirits when they need it most."

From a school Chaplain: "I would like to thank you for your boxes of underwear. I have already sent home a care package with a child today whose family lost their house to a fire. Their mum was so grateful."

From School of the Air families in NSW's drought-affected far west who received vouchers from GIVIT that were distributed by the Flying Padre: "It was amazing to hear the different responses from parents from a straight 'thank you' or 'what is this for?', 'where has this come from?', 'it brought me to tears to know that others are thinking of us.' It was very humbling handing out the vouchers to the various families."

From a NSW charity who received a water pump for their client: "The family were so surprised and grateful. The man, a farmer in his 80s, would totter down to the riverbank with a petrol can to fill with water. It's such an amazing feeling to see them so surprised and happy with your donation."

From a Townsville floods recipient: "Oh my goodness gracious me! I have just received my delivery of a washing machine, dryer, microwave and fridge. Thank you so much I am in tears. Thank you!!"

From a school Chaplain: "I came in today to find the boxes here at the school and cried for an hour after only opening the first box. You have provided us with the opportunity to meet the needs of so many young people, for them to have clothes that are theirs, that fit and that keep them warm. I can certainly say that through 10 years of community service that I have never come across such generosity, nor have I had the problem of having too many clothes."

From a charity worker in North West Queensland: "I wanted to let you know that yesterday the lady at (the local supermarket) called me full of gratitude, thanking you and I, we have helped keep them going, and that is the best news for this small town. You should all be proud. I am thrilled with the help you have given, feedback comes through to me from my clients and I can honestly say that the smiles and worth you have put on faces is magic. For the first time I have seen some of the Indigenous population in the region feel someone has cared enough to help them and they are feeling much more part of the community now."

When GIVIT's NSW Drought Relief Manager Scott Barrett delivered donated Christmas gifts to students at Menindee Central School in the state's far west, the teacher asked the kids how it made them feel. One girl very genuinely replied: "It's really good to know that people I haven't even met are thinking of me."

From the state manager of a charity (Lifeline) supporting communities in Queensland's North West after flooding: "GIVIT have been an amazing support and one of the key reasons the community gets what they need. I am personally so impressed with GIVIT and all of your staff and how responsive you all are."

From an ACT charity: I would like to express how much my heart has been overwhelmed by the support of the community behind the family who lost their mother, leaving behind three young girls and a three-week-old baby boy. I would like to thank everyone who donated to this special family with nappies, wipes and gift cards as well as money and clothing. Your donations have been overwhelming."

A GIVIT supporter sighted a sign in the window of a store in a small flood-affected North West Queensland town thanking GIVIT for its 'buy local' policy. In times of a disaster it isn't only residents who struggle to get back on their feet.

"This charity is incredible. I lost everything in the Townsville floods. We lived in Idalia with no insurance as I had only moved in eight weeks and stupidly hadn't sorted out insurance. Today I woke to a phone call telling me some amazing person through GIVIT had donated \$4,000 to help me buy my son's home schooling computer that was lost in the floods along with everything else we owned. I am so grateful. What you have given my family is beyond all expectation and I am truly just so thankful from the depth of my heart for your amazing souls."





From a charity working on flood recovery: "Thank you, the families are thrilled and I am thrilled as the indigenous population were invisible to others during the floods yet so many lost a lot. This is one of the biggest life improvements for them because they have seen we care. Thank you, thank you."

A Townsville flood recipient: "I am a recipient of your organisation's incredible work and I just want to say thank you so much. I cannot express how overwhelmed and grateful I am. I bawled all over the poor deliveryman. I am sleeping in a bed tonight! Thanks to you and to the wonderful donor whoever that gorgeous soul is."

From a charity worker whose client received a generator from a GIVIT donor allowing the single mum who had escaped domestic violence to start a snow cone business: "You guys are absolutely incredible! I don't know how you do it but I've always been able to get what I've requested from you. I feel so grateful and humbled. Thanks again for such a brilliant service."

Heartfelt message from a Queensland donor who heard an interview on radio about GIVIT 's Back to School needs and donated \$100. "Listening to local ABC Sunshine Coast this morning made me realise how lucky I am."

From a school chaplain in the Moreton Bay region supporting a school family: "I requested a freezer and was blessed to receive that today. So exciting! It's my first filled donation request. It was wonderful meeting the donors, hearing their stories around the freezer and how they came to donate it and I was able to tell them the reason for requesting the freezer donation. The donor said her father, who had passed away hence the donation, would be thrilled it was going to a school to help others. It was quite an emotional handover."

The Minister for Queensland Department of Communities, Coralee O'Rourke wrote: "I would like to commend you on the wonderful work your organisation does. You provide a service that ensures some of the most vulnerable members of our community are provided with much needed donations and I very much appreciate your continuing commitment in this regard."

From a local government representative: "What would we do without GIVIT!"

From the Kununurra school in WA that GIVIT helped build: "Monday was the first official day of school, we have our first five girls – yay! One girl mentioned that it was like Christmas. They were very excited and have labelled their items. They spent the day having class out on the deck. From all of us, a giant thanks you for all that you have so kindly given to make this project happen-THANK YOU."

From the Pooncarie Primary School: "Thank you from Pooncarie Primary School for the picnic tables. Now the kids have a place to sit and eat lunch. Thank you!"

From a charity supporting a family after the mum had a serious stroke and GIVIT provided vouchers: "Mum is home from hospital and 85% recovered from this massive event. Grandma is still caring for the family and doing an absolutely wonderful job. Mum is still having rehab and speech therapy but can walk and talk. She is literally a walking miracle. Grandma is so very grateful for the support we were able to wrap around her and the kids during their time of need - which GIVIT played a huge part in. On behalf of this family we'd like to offer our thanks to your wonderful organisation and all its donors for the outpouring of generosity during this time."

From a struggling woman who needed a lawn mower: "My eyes pretty much leaked all day. It's so much more than just a lawn mower. No one had my back before. But it feels like that just changed. Thank you for being awesome."

A school Chaplain: "Each time I shop with my own child I think of the humbling experience of shopping with a student to use the \$100 gift card that you sent us. It was clear to me that young girl had not had anyone take her into a store and say 'now, what do you need?' She was also shocked that someone she hadn't met would do that for her."

From a central Queensland group supporting disadvantaged youths who received new items from corporate donors: "I just wanted to touch base and say a huge THANK YOU for our wonderful donations of winter clothing and shoes. We appreciate it so much and am sure our young people will too. From the bottom of our hearts, thank you to GIVIT and the wonderful donors." your organisation. You guys are the best!"

OUR SUPPORTERS

Thank you to our amazing supporters.

Without your generosity and support, we could never have achieved such milestones and helped so many people in need.



We also wish to thank the more than 2,700 charities and organisations registered with GIVIT. We are proud to support you and the incredible work you do each and every day.



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