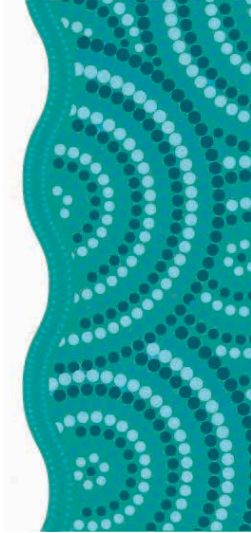




# GIVIT

ANNUAL  
REPORT  
2020

[givit.org.au](http://givit.org.au)



GIVIT acknowledges the Traditional Owners of the land where we live and work. We pay our respects to Elders past, present and emerging, and Elders from other communities we may visit and walk beside.

As an organisation, we recognise their connection to Country and their role in caring for and maintaining Country over thousands of years. May their strength and wisdom be with us today.

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## Chairman's Letter

**It gives me great pleasure to deliver the Chairman's Letter this year, sharing the incredible achievements of GIVIT during what was a very challenging year.**

This past year we have witnessed first-hand the remarkable generosity, strength, resilience and sheer grit which creates the Australian spirit. When I was the Executive Director of Red Cross in QLD I witnessed first-hand the impact that disasters can have on families and businesses as they struggle to rebuild their lives and communities. Visiting many disaster impacted communities over 12 years I learnt that donations can make a huge difference provided they are appropriate, timely and targeted to those most in need, and they support local business.

GIVIT has managed to do that. We have a policy that 100% of financial donations go directly to those in need, and when we purchase goods and appliances for people affected we endeavour to do that by supporting local businesses and their communities.

I am very proud of the work that GIVIT has achieved during the year. We have received over \$5.356 million in donated funds for relief and disasters and at the end of the financial year had spent \$2.623 million purchasing items for those most affected and in need. Since then we have spent an additional \$1.853 million. The remaining funds already have significant commitments and will be spent within the year. In addition we have facilitated over 585,380 donations of goods and services directly targeted to help people recover.

What has been particularly pleasing is that we have worked with many local community organisations and charities, as well as big disaster relief charities and local authorities to identify those most in need of assistance.

As I write this the Royal Commission into the National Natural Disaster Arrangements has released its Report to Government.

Recommendation 21.1 of the Report stated "Arrangements for donated goods State and territory governments should develop and implement efficient and effective arrangements to:

**(1) educate the public about the challenges associated with donated goods, for example, the storage and distribution of donated goods, and (2) manage and coordinate donated goods to ensure offers of support are matched with need"**

More pleasing however was that the Royal Commission recognised the important work of GIVIT. The Report said:

**"Solicited donations of physical goods can support the effective recovery of disaster-affected communities, particularly when those goods are specifically requested or based on an assessment of need. Organisations such as GIVIT ... act as a valuable broker.**

**They can purchase needed items and match offers of support from individuals and the private sector to disaster-affected communities who need specific items. These organisations also alleviate the need for local communities to transport, store and sort donations and dispose of inappropriate goods."**



To build trust and provide transparency and confidence in the management of donations the public and business generously give, it is important for organisations such as GIVIT to have strong governance and corporate practices.

During the year we refreshed the Board with a number of appointments to enhance our capabilities in areas of disaster management and information technology.

We welcomed Iain MacKenzie, former Inspector General Emergency Management (QLD) and Mandy Ross Chief Information Officer Griffith University. At the same time we farewelled Ron Arnold who provided us with the corporate insight that helped us develop a more sustainable organisation. GIVIT now has a Board with expertise in government relations, disaster management, not for profit organisations, business and accounting, IT and legal and corporate affairs.

I am confident we have extremely strong governance, reporting and accountabilities practices in which the public, government and business can have high levels of trust and confidence.

During the year we invested considerable resources in a new IT and website systems to give us better reporting and purchasing mechanisms as well as making it easier for people and business to donate goods and services. It is a critical part of the GIVIT model which enables our supporters, donors and charities to donate and access what they need in a timely and efficient manner.

During the year we welcomed Sarah Tennant as our CEO replacing our Founder Juliette Wright who takes on the growing role of Ambassador and Board Member. Sarah has been involved in GIVIT from the early days and is passionate about our future.

These changes are significant and reflect the growing maturity and expansion of GIVIT from the early days when Juliette gave birth to GIVIT on her kitchen table. Her vision, passion and determination has enabled GIVIT to be where it is today.

I want to place on record my thanks and appreciation to the GIVIT Board for their many hours of service, advice and guidance, which is all voluntary. I also want to thank our staff and volunteers for their continuing commitment to make a difference to people's lives. Their dedication and long hours, even during these challenging COVID times has ensured that those most in need in the community still can rely on GIVIT to help where we can.

Looking forward the work of GIVIT will become more critical as we face increasing challenges in all states and territories be it in areas of disaster recovery, helping the victims of domestic violence, rebuilding communities impacted by drought, bushfires or floods, or supporting local community charities helping families facing crisis in their lives, and working with Indigenous communities.

*"We may be the lucky country, but more importantly we are a generous and giving country..."*

*...with a will to help those most in need."*



## CEO Message

It's been an honour to step into the CEO role at GIVIT and I want to acknowledge the incredible work and passion of Juliette Wright and thank her for her ongoing support.

Over the past 12 months, Australia has faced significant challenges responding to and recovering from a series of crises, disasters and emergency events. From bushfires, to drought, to the COVID-19 outbreak, GIVIT continues to meet genuine need through our incredibly generous donors. This financial year we provided 585,380 donations for people facing real hardship – from school shoes and backpacks for Ebor students starting the new school year, to water tanks for Mallacoota residents to household essentials for a young family in East Gippsland - each with their own remarkable story.

The devastating bushfires that swept across the country, once again highlighted the generosity of everyday Australians and the true value of GIVIT's online donation solution. Endorsement from incredible supporters across the globe including Barack Obama, the New York Times and even the Royal Family continued to raise our profile as the smart way to give. As a result, we secured partnerships with both the New South Wales and Victoria State Governments to support impacted communities and manage offers of assistance online in a transparent and coordinated way – removing the costly headache of unwanted donations.

On behalf of fire-affected residents, a huge thankyou to our wonderful donors including more than 250 corporate organisations who gave both money and physical donations.

Still reeling from the fires, Australia was then hit with a global health crisis bringing significant economic implications for us all. The charity sector has been hard hit, experiencing a downturn in financial support and many having to stop receiving donations due to a drop in volunteers.

This is at a time when charities are even more critical with more people having to ask for help than ever before. GIVIT has continued to play a vital role, matching offers to genuine need and building the capacity of charities across the country.

This year we;

- continued to support residents in North and Far North Queensland rebuild after the 2019 Monsoonal Floods spending more than \$4 million in local businesses wherever possible to assist both affected residents and local economic recovery
- have spent more than \$600,000 locally across regional NSW to support drought affected communities
- successfully grown our National Indigenous Support Program, registering 225 Indigenous Support organisations to the GIVIT program and facilitating the donation of almost 40,000 items to support the health and wellbeing of Indigenous and Torres Strait Islander peoples

This has been a year of consolidation for GIVIT as we have worked to strengthen our foundations and look towards the future. Our new donation management platform and website was launched at the start of June, made possible by funding from the Australian and Queensland Governments. This will allow us to help even more people, share the amazing stories behind our donations and inspire a growing network of donors.

This year we welcomed the Duchess of Cornwall as our Patron following her generous support during the bushfires, and Jade North as our Indigenous Ambassador.

As a national charity we could not have achieved our local reach without our incredible network of 3,449 registered support organisations spread across metro, regional and remote Australia, and spanning a broad spectrum of sectors. We thank them for the amazing work they do and feel honoured that we can help provide the essential items and services needed by them and their clients.

I would like to say a huge thankyou to the incredible GIVIT Board whose guidance and support have been instrumental to the success and growth of GIVIT this year.

Thank you to all our wonderful donors and corporate partners whose support makes what we do possible, especially at this incredibly challenging time. Your support is more important than ever before as we see an increase in need across the country.

A special mention and thank you to IAG whose unwavering support has allowed GIVIT to navigate this uncertain year and strengthen our foundations in order to meet the escalating need.

And lastly, thank you to the incredible GIVIT team of staff and volunteers who work tirelessly behind the scenes and go above and beyond every day. I love working with each and every one of you, and thank you for your passion and hard work to ensure people in need get what they need when they need it most.

What lies in the year ahead... we will continue to raise our profile as the smart way to give; grow our network of regular donors; support even more not-for-profit organisations and help build their capacity through the provision of not only goods but also services. We will also continue to develop our donation management platform to make giving even easier; work with all State and Territory governments to provide a simple, proven solution to the management of donations following disaster events; and partner with more corporate organisations to ensure the sustainability of our service.

*GIVIT is the smart way  
to give to people and  
communities in need*



*Our purpose is to match generosity with genuine need.*



*Our vision is to inspire a culture of giving to people and communities in need.*



## **Our Values**

- We value kindness and empathy
- We act with integrity, transparency and respect
- We value the dignity and privacy of donation recipients and support without judgement, discrimination or bias
- We seek continuous improvement in everything we do

# How GIVIT works


We are a non-profit organisation matching generosity with genuine need. We connect donors and support organisations to make sure people and communities get exactly what they need, when they need it.

Through our website, GIVIT captures all offers of goods, volunteering and services online, removing the burden on support organisations to collect, sort, store and dispose of donations they don't need. This allows their teams to focus on delivering core community services, reducing the significant administrative and financial cost of managing donations.

100% of donated funds received by GIVIT to help people in need is proudly used to purchase what's needed. We buy locally, wherever possible, to support local businesses.

GIVIT.org.au is free, private and easy to use for all donors and registered support organisations.





**“It’s been just so mind blowing the opportunities. Thank you from my heart, thank you that not only I, but we, could help so many across this great land and reach areas that are usually closed doors. I am so indebted to all the wonderful donors who are such an incredible lifeline to many.”**

*- Angelica Tremblay, Dominion Grace Ministries, NSW*



## 2019 – 2020 Achievements

<b>1,910,100</b>	Total donations provided to people in need since GIVIT began
<b>585,380</b>	Donated items or services provided to people in need this year
<b>3,449</b>	Total support organisations registered since GIVIT began
<b>965</b>	New support organisations registered this year
<b>645,834</b>	Items offered through GIVIT's website this year
<b>137,986</b>	Donated items or services directed to support drought relief
<b>132,475</b>	Donated items or services for the recovery of bushfires
<b>77,212</b>	Donated items or services through GIVIT's COVID-19 Appeal
<b>\$2,621,411</b>	Donated funds spent in local communities





**“I just wanted to say a really big thank you for your generosity in providing me with a new laptop. The past few months have been extremely hectic with school work and I wouldn't have been able to complete my work within time to a high standard if it wasn't for this laptop. It came at the perfect time and has assisted me so so much in getting through year 12 and reducing my stress when it comes to school work. I really, really appreciate your thoughtfulness you have towards my success in school and I know this device will even last me in university next year and assisting in me having success there too so thank you very much. A big thank you for the amazing work your organisation does for the community.”**

**- GIVIT recipient**



# 2019 – 2020 Highlights



GIVIT's launches next generation [givit.org.au](http://givit.org.au)



GIVIT launches National Indigenous Support Program



The Duchess of Cornwall announced as Patron of GIVIT



Furnish 100+ homes in NSW & VIC following bushfires



GIVIT welcomes Sarah Tennant as CEO



GIVIT works with Lily Luhrmann to direct COVID-19 support



GIVIT becomes NSW & VIC Government official disaster donation partner



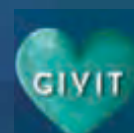
Jade North announced as GIVIT's Indigenous Ambassador



Drought relief spending in local communities reaches \$600,000



Road Boss Rally fundraising reaches \$1million for GIVIT



# *GIVIT honoured to announce The Duchess of Cornwall as our Patron*

The Duchess of Cornwall has supported GIVIT's vital work matching the generosity of donors with those in need across Australia, including donating to provide essential items to help communities and people rebuild after the recent catastrophic bushfire season. The Duchess's advocacy will support GIVIT's national Bushfires Appeal, National Indigenous Support Program, and raise awareness of the urgently needed items to help millions of Australians affected by the economic repercussions of the Coronavirus crisis.

GIVIT Founder and Director, Juliette Wright OAM, said GIVIT is incredibly honoured and grateful The Duchess of Cornwall accepted its invitation to become Patron.

The Duchess of Cornwall and GIVIT share strong values in wanting to help people and communities in very real and practical ways. We are certain the support from The Duchess of Cornwall will directly help to ease the suffering of people and communities affected by everyday hardships, recent catastrophic bushfires, ongoing drought conditions, and now Australia's most challenging public health and economic emergency.

The Duchess and her team expressed deep empathy for Australians battling through the fires and their aftermath. They had heard about a home-grown charity providing practical, impactful help for bushfire affected areas and wanted to know more. GIVIT was soon officially chosen as the Duchess was determined her donation would make a difference.



One of many requests GIVIT requests, Armidale Regional Council asked for backpacks, school shoes, uniforms and supplies for the students at Ebor State School in NSW, whose community had been badly affected by the fires. The Duchess of Cornwall's donation, along with the generosity of corporate and individual contributors, enabled GIVIT's Founder to visit the excited students to provide everything they needed - and would otherwise have gone without - to start the new school year.

Donated funds were used to make purchases locally, further supporting businesses at an exceptionally tough time. GIVIT was humbled by how Australians stepped up to aid those in need, and the Duchess of Cornwall's contribution was a much-appreciated example of how people across the world chose to help Australians facing hardship. GIVIT was delighted to be an effective channel for such generosity.





# GIVIT unveils next generation givit.org.au



With a new look, exciting features and an improved user experience, the next generation GIVIT.org.au delivers a simpler, faster and more comprehensive online donation management platform connecting generous Australians with people in need.

The development of the new platform was an opportunity to review GIVIT's processes – "Why do we do it like we do?".

The revolutionised online giving platform, launched June 2020, enables donors and charities to help even more people and communities get exactly what they need, when they need it most.

It features a new look, an Organisation Portal for support organisations to manage donation offers and requests, and an Administration Portal for GIVIT to manage donation offers and the platform.

Donation requests now appear on the GIVIT website faster, allowing donors to instantly see what is needed during the recovery of a disaster or emergency. Simplified digital pathways mean reduced administration for support organisations, and donors, including corporates, now have the ability to bulk upload large donation offers.

The new platform has also removed hundreds of hours a month for the GIVIT team in processing donation offers, requests and purchases.

GIVIT would like to sincerely thank the Queensland Disaster Resilience Fund (QDRF) and Federal Government Disaster Resilience Australia Package, the Australian Government Department of Home Affairs and Insurance Australia Group (IAG) for supporting the rebuild of the national donation management platform GIVIT.org.au.



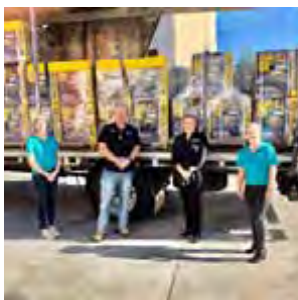
## *GIVIT helping people impacted by devastating bushfires*

A devastating bushfire season saw lives lost and thousands of homes destroyed or severely damaged across Victoria, New South Wales and Queensland. Some people had their homes saved, but endured the heartache of unbelievable damage to their properties.

Many people were then faced with the overwhelming task of sourcing essential items to help meet their immediate needs. Items such as groceries, a warm jumper, a generator for electricity and even supplies of drinking water.



GIVIT rolled up its sleeves to meet the challenge of coordinating the almost overwhelming - but much welcomed - generosity of Australian and overseas donors responding to the bushfires. GIVIT became the official bushfire donation management partner of the New South Wales, Victorian and Queensland state governments, tasked with managing donations of cash, goods and services for communities affected by the bushfires.



*Nationally, GIVIT provided 132,475 donations to help people and communities devastated by bushfire. Almost 100,000 donations were provided in New South Wales, 9,185 in South Australia, 3,328 in Victoria and over 20,000 in Queensland.*

The incredible amount of generosity came from thousands of individual donors, and many kind-hearted corporations. Our Corporate Partner Hanes went above and beyond, donating thousands of items of clothing and linen. Bunnings raised an incredible \$640,000 through its iconic sausage sizzle outside stores nationally. Taubmans Paint launched the 'In It Together' fundraiser for regional communities which raised \$150,000. Sealy offered 1000 mattresses. Smiggle gave 1000 backpacks. Pottery Barn offered quality bedding and kitchenware pieces.







The remarkable generosity enabled GIVIT to provide and purchase essential items to best support people in need.

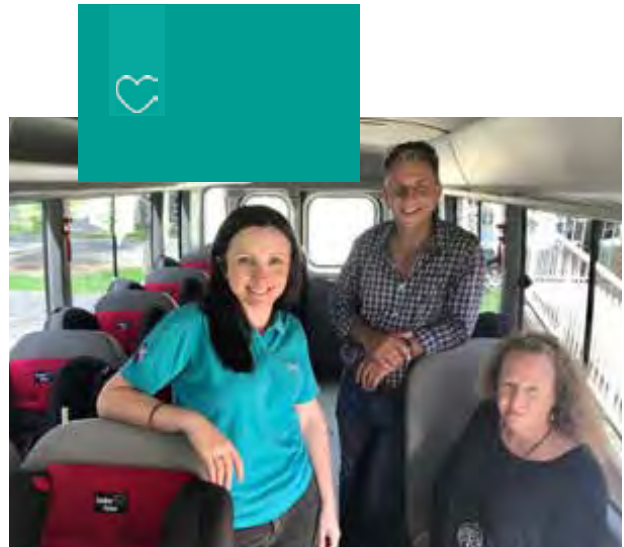
Whether it was hardware items and water tanks for a drought-stricken farming community, or supermarket and clothing vouchers for rural families in need, the donated funds made an immediate and positive difference. GIVIT purchased locally, wherever possible, to help stimulate the recovery of regional economies, ensuring the impact from every single generous donor is widespread."

## *Car seats donated after bushfire tears through Mogo*

It was heart-breaking to witness the apocalyptic scenes from southern New South Wales of people escaping to the beach to await evacuation. While still coming to terms with what happened, the communities affected showed an immediate determination to rebuild their lives and homes.

Mogo, in Eurobodalla, was one of the towns badly impacted by the fires. Dozens of homes and many businesses burnt down, with the Mogo Aboriginal Preschool's bus also a casualty. When the bus is out of operation, 70% of students are unable to attend school. Getting new and safety compliant transport back on the road was imperative.

GIVIT worked alongside the non-for-profit Campbell Page, who provide the free transport service to those needing financial assistance. GIVIT donated 17 car seats, ensuring the youngest students could get both back to school and 'back to normal'.



## Simple donation helps feed South Coast communities



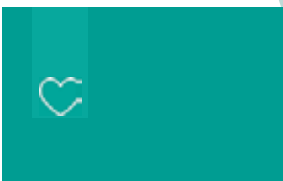
Communities in South Coast New South Wales felt the full brunt of the bushfires and were then further impacted by COVID-19. GIVIT provided an upright freezer to Waminda, a health and welfare organisation to help meet the increased demand from providing meals to local residents affected by bushfire and impacted by COVID-19.



To ensure the team could cook and provide meals, GIVIT quickly organised the donation and delivery of the freezer which was met very gratefully received and put to use immediately.

*"What can we say but thank you, thank you, thank you. Thank you for seamlessly organising a stand-up freezer for our organisation. You have greatly improved our daily kitchen process and that of our Indigenous clients and bushfire-affected Indigenous communities."*

*- Waminda Corporation*



## 21,039 items coordinated for QLD bushfire recovery

Requests for support in Queensland came from far and wide. Furniture and kitchen appliances were needed for damaged residences near Canungra, water tanks, warm clothing and refrigerators in Stanthorpe, and linen for affected residents near Peregian Beach. All bushfire-affected communities urgently required grocery and fuel vouchers to alleviate financial pressures associated with the recovery compounded by severe drought.







“Thank you so much for the support you have given us over the last few months... your kind donation of a solar powered fridge has already been put to work. As you can see being totally off grid and being able to once again have refrigeration on site has made the world of difference and has enabled us to keep fresh food on site while we continue the long clean up ahead. Please extend our thanks and appreciation to those who generously continue to support those of us who have lost everything in the recent bushfires.

“Local residents in our small, remote community southwest of Eden are meeting basic needs like shelter, food relief, water supply and storage via your generosity.

Power is sustaining and so encouraging in these very difficult times where even social contact has been deprived. Words can hardly express gratitude; not just for your gift but for simply being remembered when the media has been diverted by other disasters and others move on with their lives; but try we will; thankyou, thankyou, **THANKYOU!!!** On their behalf and from us, we feel privileged to participate in your efforts and kindness.”

- Peter Skelton, Social Justice Advocates, NSW





## *GIVIT helping people impacted by COVID-19*



The tragic and unprecedented impacts of COVID-19 continue to be felt across Australia, with thousands of residents finding themselves in unexpected and urgent need of support. Through this pandemic, GIVIT has been working with federal and state governments, as well as our national charity network, to ensure people and communities impacted by COVID-19 have access to essential items. As of June 2020, GIVIT has already provided 77,212 donations towards this relief. GIVIT is committed to providing support required for the long-term recovery of this heart-breaking pandemic.



With negative economic impacts being severely felt across the country, there was a significant increase in people needing assistance – including many who have never have found themselves in such a position before.

There was sudden and overwhelming need for many GIVIT-registered organisations supporting communities impacted by COVID-19 was personal protective equipment including masks and hand sanitiser. In Victoria alone, GIVIT has provided tens of thousands of masks for support organisations.

GIVIT also received an influx of requests for digital donations to support vulnerable people who suddenly became digitally excluded, with restrictions stopping them from accessing support services, working from the office or studying at a facility. The “Digital Divide” is pre-existing in Australia, and COVID-19 was a catalyst event to highlight this disparity further. For many people, donations of smart phones, laptops, tablets and desktop computers became the only way they could study, stay connected with support services, manage their health and wellbeing, remain employed, organise finances or seek new employment opportunities.





## International students supported through COVID-19

More than 80,000 international students were stranded in Queensland due to COVID-19, separated from family and their home countries. Some of these people were far from home and unable to return because of the pandemic. GIVIT teamed up with Study Queensland, The Luhrmann Appeal and the Care Army to ensure international students were cared for during the unprecedented times.

Through this team effort, a 'Meals for Mates' initiative was created to provide students with nutritious meals and basic pantry staples. GIVIT connected local supermarkets and Study Queensland to provide study clusters of international students with much-needed groceries. Through GIVIT, thousands of grocery and pantry staples were supplied weekly to each study cluster.

In addition to providing much-needed groceries, GIVIT donations helped ensure vulnerable students didn't miss out on an education because of reduced access to essential items - such as laptops, internet connectivity and stationery.



A Cairns student stuck far away from his family & home in Colombia, Study Queensland, Juan was diagnosed with myopia. Made redundant due to COVID restrictions, he had to choose between being able to pay for his education or the prescription glasses his quickly deteriorating eyes needed. Thanks to a generous GIVIT donor, we were able to provide Juan with a Specsavers Australia voucher so he could once again see clearly and get back to hitting the books with confidence.



## GIVIT's drought relief

- Large parts of Australia have been feeling the grip of drought for years. Despite recent rains, it is still a long recovery. There are still Australians, who rely on the land for their income, waking to the continual questions and decisions of how to keep their livelihood going when crops won't grow and animals can't be fed and watered. Towns across drought-affected areas feel the effect too as people put off getting a haircut, a new pair of shoes, or even driving into town because they can't afford the fuel.



It's been a particularly difficult 12 months for regional New South Wales. Coming into the year on the back of one of the worst droughts in history, they then had bushfires devastate much of the coastal areas. COVID-19 then had far-reaching impacts across the state, further increasing the feelings of isolation and further depressing the local economies of these small towns.



GIVIT continues to provide relief to people and communities impacted by drought. GIVIT's 'Drought Relief Appeal' has spent more than \$600,000 in drought-affected areas, purchasing and coordinating more than 140,000 donations to provide relief for people suffering through drought.

As the official drought charity partner of the NSW Government, GIVIT supports more than 300 charities and community groups working specifically with residents in drought-affected regions from Broken Hill and Bourke to the Riverina.

GIVIT has helped community organisations get exactly what their regional and remote communities need, from a set of tyres for a ute and food for working dogs, to essential school items and uniforms.





The emotional toll has been huge right across regional Australia where people have been choosing between feeding themselves and feeding their cattle. But the effect has not just been on farmers. Local towns have benefited from GIVIT using donated funds to purchase what's needed in local towns, supporting local shops that might have one or two employees.



In March 2020, GIVIT expanded its drought relief support for regional NSW communities with the appointment of Drought Relief Officer Melissa Bowman.

Based on a farm near Barraba in the New England, Ms Bowman has experienced first-hand how challenging the on-going severe drought has been on regional communities.

Recovery for these communities will take years. GIVIT will continue to help get exactly what regional and remote communities need, working with local groups to identify critical needs, by purchasing items from local suppliers to support local businesses, who are doing it extremely tough, wherever possible.



## *Drought affected communities benefit from \$50,000 donation*

In November, farmers and families received additional support after Racing NSW and NSW Business Chamber donated \$50,000 to GIVIT. The sizable donation was raised by over 400 business leaders during the NSW Business Chamber and Racing NSW's 'Business of Racing' lunch on the day prior to the 2019 'The Everest'. The donation was used to meet the genuine needs of communities facing ongoing drought conditions, with a focus on purchasing items locally.



*"Help them pick up their feet today so they don't trip tomorrow."*

That was the philosophy behind \$40,000 of donations to the Cabonne local government area in NSW by GIVIT and the Rotary Club of Orange Daybreak. The money was raised at the 2019 "Feast for farmers" function held at Heifer Station, NSW, and was donated to drought affected communities of Cabonne by the local Rotary through GIVIT.

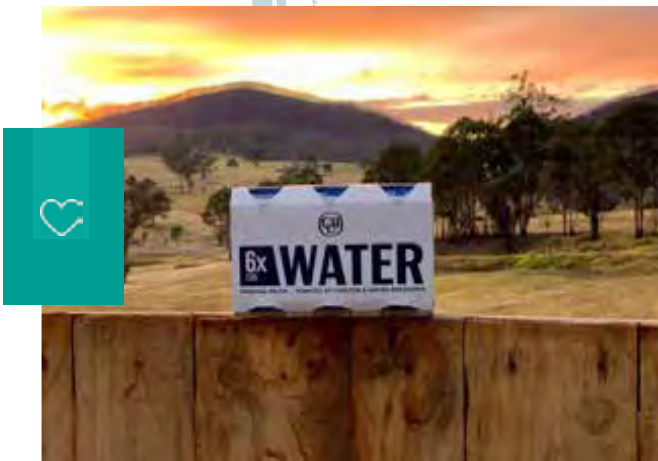


## *10,000 litres of canned drinking water donated to parched QLD and NSW towns.*



Clean drinking water in more than 25,000 cans was shared amongst some of Queensland and New South Wales' driest towns, as part of a free drinking water program delivered by GIVIT and Carlton & United Breweries (CUB). The vital clean drinking water was distributed to communities across Queensland's Southern Downs region by the Salvation Army, while the Royal Flying Doctor Service distribute to NSW communities from a hub in Cobar.

In Queensland, Southern Downs Regional Council Mayor Tracy Dobie said the donation is another inspiring example of the giving nature of the Australian spirit.



*"It is heart-warming to see the level of support our region is receiving during these dry conditions."*

*- Mayor Dobie*



**“You donated in 15 minutes what would take us over 18 months to fundraise! Our fundraising is essentially coming from donations from local farming families or people who are already doing it tough in this drought. Your kind generosity has meant our Centre now has NEW furniture and NEW resources which we otherwise couldn’t have afforded. Thank you from the bottom of our hearts.”**

**- Carolyn Davis, Manildra Preschool**



**“There are so many in need and we understand how fortunate we were to receive so much assistance. GIVIT has such an amazing philosophy that is imperative in these small towns, helping locals with vouchers, injecting the local businesses with cash flow and the unseen contribution that I have seen so much of after your visit - the lift in the morale of so many locals! Our heartfelt thanks to you all for keeping our rural farming families going and helping keep our doors open.”**

**- Tania Lampe, Molong Hospital Auxiliary**





## *GIVIT's National Indigenous Support Program*

As part of the Federal Government's Indigenous Australians' Health Program, GIVIT was able to establish a National Indigenous Support Program to provide Indigenous Australians with essential items to address social, economic inequalities, and improve the general well-being of Aboriginal and Torres Strait Islander peoples.

By supporting existing services to provide essential items, GIVIT aims to help Aboriginal and Torres Strait Islander peoples participate more fully in the economy and broader society, attend school and provide their extended families with a healthy and safe home.

This Program aims to dramatically increase the number of charities supporting Indigenous Australians requesting donations through GIVIT.org.au. Our team engaged with Indigenous networks and services including schools, health programs, charities and community services in urban, rural and remote areas which can identify exactly what is needed by the people they are supporting. GIVIT then connects that need to corporate and individual generosity.

The donation of basic items can have a profound effect on health, education and employment outcomes. GIVIT works alongside support services that are addressing these issues to assist with providing basic furniture, nutritious meals, school supplies, baby and household items to help establish new accommodation.





**“A major issue for us has just been finding time to access services or businesses to get items for clients. We are incredibly busy and simply don’t have time to ring around for a client asking for a donation or sourcing something. Realistically our clients – and this service – have no money/brokerage either. GIVIT enables us to see quickly what is on offer and available so that if we see something and think of a client, we can then try to access it for our client without having to do much at all.”**

**- Tanya Whitehouse, Coordinator – Macarthur Women’s Domestic Violence Court Advocacy Service**







GIVIT's Program initially focused on recruiting Indigenous Support Officers in NT, WA, QLD and NSW to make connections, develop relationships and build trust with Indigenous groups and organisations who support Aboriginal and Torres Strait Islander peoples in Australia. A dedicated Indigenous Support Administration Officer and Indigenous Ambassador were also recruited. Jade North, an elite Australian football player and first Indigenous Captain of the Socceroos, joined GIVIT as our Indigenous Ambassador.

225 Indigenous support organisations have now registered to utilise GIVIT's free service with 541 people within these organisations using GIVIT to secure thousands of items for the people they support. These items include; sheet sets, mattresses, clothing, new underwear, shoes, nappies, toiletries, school needs, laptops, mobile phones, microwaves, whitegoods, prams, baby safety gates, crockery and cutlery, saucepans and air conditioning units.



GIVIT's National Indigenous Support Program has become a critical resource providing essential items to improve the health and wellbeing of Aboriginal and Torres Strait Islander peoples, as well as items to support people to return to work and school. Every community and individual is unique and requires specific items that help their particular situation. Our program empowers individuals and communities, through vetted charities and health services, to ask for exactly what they need.





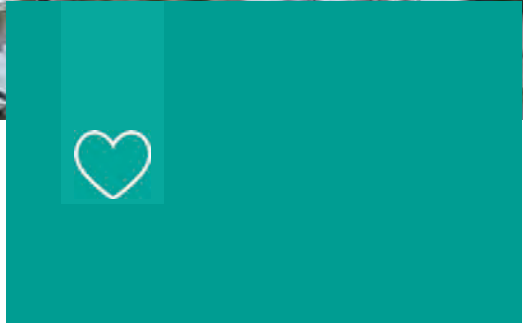
**“A massive thanks to the team at GIVIT for arranging the donation of two laptops and two iPads for the staff and clients of Kurranulla Aboriginal Corporation.**

**We plan on having the staff use the laptops, to be able to work from home during the COVID changes to the workplace, which will ensure we can continue to deliver support to our many vulnerable clients as well as providing outreach services where needed. The iPads will be set up for the use of staff when completing client intake and may also be accessible by community members for short periods of time to access the internet. Ensuring our clients are keeping up to date with the latest news and events during this crisis is crucial.”**

**- Kurranulla Aboriginal Corporation, NSW**







## 2019 Queensland floods long-term recovery

In late January 2019, an intense slow-moving monsoon and tropical lows brought extremely heavy rainfall to the regions of North and Far North Queensland. Continuing until February 9, these weather events broke several rainfall records. Townsville exceeded its average annual rainfall, recording more than two metres during the event, while some drought impacted areas of the Gulf Country and northwest Queensland recorded excess of 400% their normal February rainfall.

As a result of the extreme rainfall, major flooding occurred across a large geographical area in North and Far North Queensland from Townsville to Julia Creek, McKinlay to Charters Towers, Winton to Normanton, the Torres Strait and Whitsundays.

These widespread floods had a devastating impact on already struggling farmers and caused unprecedented damage and disruption with more than 3,300 residences damaged and 1,255 homes made uninhabitable.

 *\$4.3million raised to  
purchase recovery  
items locally*



Through GIVIT's dedicated Queensland Flood Appeal, the generosity of Australians and overseas donors was quickly demonstrated with more than \$4.3 million raised. We saw incredible corporate generosity with donations from Adani, Anglo American Wilmar Sugar, QIC, MMG, Glencore, TerraCom, Incitec, Pivot, Golden Casket, Kennedy Energy, Domain Central and Stockland. Bunnings held a national fundraising sausage sizzle. These cash donations were invaluable, enabling GIVIT to purchase needed items locally; ensuring people received exactly what that needed, when they needed it while also supporting local businesses.





With 100% of funds received used to purchase essential items, GIVIT has now coordinated more than 227,000 donations for residents and community organisations across the impacted regions. Donations include essentials for everyday living such as groceries, clothing, bedding, linen and rural supplies and larger items such as washing machines, fridges, freezers, beds and furniture.

Thanks also to the generosity of IKEA, GIVIT was also able to coordinate donations of bedding and towels so that Wee Care Residential Service, which provides crisis accommodation for children up to 11 years of age, could reopen after flood waters had swept through its facility.



## Long-term recovery continues in 2021

Working with over 50 recovery agencies, the Queensland Government and local governments, GIVIT is continuing to provide support for people dealing with long and often complex recovery challenges.

During the long-term recovery, GIVIT has provided much needed assistance to help cover the shortfall in funds for residents rebuilding their homes who do not have the financial means to do so. In partnership with the Queensland Government Community Recovery Team,

GIVIT provided assistance to 31 rebuild projects, to the value of \$465,843 and committed to a further 17 rebuild projects at an estimated value of \$305,030.

While COVID-19 has impacted many aspects of the communities' recovery efforts and the majority of donated funds have now been spent locally, GIVIT's focus is on supporting the ongoing requests from recovery services. These requests are to support affected residents, particularly those who are still coming to terms with their loss and need dedicated support to rebuild their homes and lives. GIVIT is dedicated to filling these requests quickly and efficiently, helping alleviate the sense of loss and facilitating the emotional and physical recovery of those impacted by the floods.



Jenny Hill,, Townsville Mayor  
Paula La Rosa, CEO, Wee Care - Althea Projects,  
Joanne Beadle, GIVIT Qld Manager





## *GIVIT reducing landfill*



Through GIVIT, thousands of quality items are donated each week to help people in need. During this financial year alone, more than 654,000 items were pledged by public donors into GIVIT's online warehouse. Each one of those items could have been thrown out or dumped, ending up in landfill. Instead, wonderfully, they were offered through GIVIT for people who really needed them.

GIVIT helps reduce landfill by diverting tonnes of reusable quality items to support people doing it tough. These pre-loved donations are used to support communities as they rebuild after devastating disasters, help people escaping domestic violence establish new homes and provide a chance of education for disadvantaged students.



GIVIT is proud to be a solution for individuals and corporates wanting to give, not dump. We work with large corporate organisations which regularly use GIVIT to donate excess stock, products which have slight imperfections, or slow moving stock which isn't selling. Through our national network of support organisations, GIVIT quickly and efficiently finds new homes for these quality items.



## *E-waste given new life to help others*

During the COVID-19 pandemic, GIVIT saw a huge increase in requests for digital devices to support residents who are working or studying from home. To meet the demand, GIVIT established a partnership with ACT-based IT provider SOLVIt who refurbish ex-government computers and donate through GIVIT's virtual warehouse. Within the first three months of the partnership, SOLVIt donated more than 50 devices to local charities, which was life-changing for so many.





## *ACT team leading the way in waste diversion for quality goods*

GIVIT's Canberra operations have diverted hundreds of tonnes of re-usable waste from landfill since it launched into the region in 2017. Supported by ACT Government, GIVIT is a one stop e-solution for diverting re-usable waste which supports disadvantaged people and communities, whilst contributing to a shared economy.

A key focus has been community outreach through city activation #ChooseToReuse and public slide nights to encourage Canberrans to donate (not dump). GIVIT has presented at waste festivals, exhibited at sustainability events and participated on zero-waste community groups with the vision of changing residents behavior when it comes to donations.



In partnership with local charities and community groups, GIVIT established a "Bike Library" in the outer suburbs of Canberra. Vulnerable local residents can loan a second hand bike and a new helmet, giving them access to free transport so they can explore their neighbourhood, get to appointments and the shops. Donations of bikes are received from the public as well as from lost property from ACTION Buses, and are checked over by volunteer bike mechanics.





“Dear GIVIT and IKEA, We recently received a donation of mattresses and bedding from you for a large family that was in need of urgent support. Mum was unable to send the children to school due to severe skin infestation and was already struggling with food, power, water and domestic violence was also present in the home. To see children in such an unfortunate situation can be heart-breaking. Simple things that are often overlooked, like a comfortable bed to sleep on or a blanket to keep warm can make a big difference. To know that the family, whilst they will have their daily challenges, now not one of them will be uncomfortable or cold during sleep.

Family Well Being provides support to families that are at risk or have entered the Child Protection system. This can be one of the most stressful times in their lives. Whilst we do everything possible to assist the families in moving forwards, we can be somewhat restricted in other areas. Ikea and GIVIT have greatly reduced this barrier. And the results are literally huge for this large loving family. Having somewhere in which they can sleep and rest in a world that is most challenging on a daily basis has had a massive impact.

On behalf of ATSICHS and the family, we cannot extend enough thanks for the supports you have provided. It is not often that we can facilitate such an amazing donation to a family that is doing it really tough. It gives me and my team a humbling experience to provide this family with this generous donation. It pulls on the heart strings when you see the family’s reaction with big eyes and a wide smile to match. It is really valuable to see Aboriginal and Torres Strait islander families gain the right support to enable them to strengthen, build independence, and move forward in a more positive manner.

Thank you for helping our families and for helping our people.”

**- Chris Miller, Family Well Being Lead Care Coordinator Aboriginal and Torres Strait Islander Community Health Service, QLD**



# Our Supporters and Partners

From providing much-needed items to people and communities in need, services during times of disaster and funding GIVIT's operations, the GIVIT magic just wouldn't happen without our supporters and partners.

It's thanks to their belief in GIVIT that we are able to spend 100% of donations received for specific appeals on essential items for people in need. We're often asked how we can do that. It's largely due to the support of these partners who significantly help fund our operational costs.

## Corporate Partners



## Government Partners



## Foundations

CLAYTON UTZ



The McCusker Charitable Foundation







## Ordinary people doing EXTRAordinary things raise \$1 million for GIVIT!

This past year, we were honoured to again have the incredible support of our national fundraiser – the Road Boss Rally. This car rally, with their community of generous entrants, have now raised a whopping \$1,000,000 for GIVIT over four years, and been integral in GIVIT achieving its core vision of matching generosity with genuine need.



The generous, fun-loving adventurers who make up the Road Boss Rally set off on their 2019 journey from Cowra to Caloundra and topped up GIVIT's financial tank with a cheque for \$256,137! The rally travelled from central west NSW across the remote west into outback Queensland, the Burke and Wills Dig Tree then north to the finish line on the Sunshine Coast.

This year – swapping the beach for bulldust to join the rally – were three much-loved members of TV's popular Bondi Rescue; Corey, Reidy and Whippet. The three lovable lads filled the rally with comedic adventures as they travelled around the Australian bush with two hundred like-minded characters.

Along the rally route, vital donations were provided to drought-affected communities, while a welcome financial boost was injected into remote towns. A donation of winter knitted items provided by a rally entrant was presented to the Cowra Neighbourhood Centre for residents in need. Other donations along the way included 25 windsocks for remote western NSW properties to ensure the safe landing of aircrafts, including the Royal Flying Doctors Service.



“

“We are all so impressed today with the rally and the people who are in it. We get a few rally’s pass through our region and this one was a real ‘stand out’. Our P&C want to pass on how much of an absolute pleasure it has been to be involved with GIVIT and the Road Boss Rally. Thanks for everything,”

-Thargomindah State School P&C



"I saw the Road Boss Rally for GIVIT with the Bondi guys on TV. I was very excited as GIVIT has come such a long way. I made sure I told everyone around me! Thank you so much for working in and being such an outstanding organisation that has a huge (not a strong enough word) positive impact on the lives of so many Australians in need,"

- Danielle Bollard, The Children's Hospital Westmead



## *Board of Directors*

GIVIT's Board of Directors bring together a diverse mix of skills and experience, while sharing a dedication to matching generosity with genuine need and ensuring a risk-free national expansion of GIVIT.

This year GIVIT bid farewell to board member Ron Arnold who resigned in October. We are hugely thankful for Ron's incredible input over the past four years. The Board also welcomed Iain MacKenzie and Mandy Ross, and GIVIT is extremely excited to have such pedigree on our Board.

GIVIT's Board of Directors met eight times in the 2019-2020 financial year, five meetings were held at GIVIT headquarters in Brisbane and three meetings were held via video conference. Additionally GIVIT has two Board Committees to support its activities and ensure GIVIT meets its strategic objectives and corporate obligations.

The Strategic Development Committee with Acting Chair Carita Martinez, oversee 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 six members and met five times.

The Finance and Risk Committee chaired by Stan Mogg, oversees financial affairs, policies and risk management. The Committee has four members and met five times during the 2019-20 financial year.



# Board of Directors



**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



**Carita Martinez**

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



**Iain MacKenzie**

Queensland's inaugural Inspector-General Emergency Management, Adjunct Professor at the Griffith University School of Medicine



**Jonathan Corby**

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



**Stan Mogg**

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



**Mandy Ross**

Leading executive technologist, Chief Information Officer





# The GIVIT Team

Our wonderful team is dedicated to inspiring and helping donors give the smart way, to meet the needs of our most vulnerable Australians.

We're giving a special mention, and heartfelt thanks, to our army of volunteers who go above and beyond to ensure organisations are supported and donations get to where they're needed most. 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.

From across Australia, here are some of the incredible people who make the magic happen!



