

GIVIT

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FINANCIAL YEAR 2024 - 2025

Annual Report





Christina Spehr at the TC Alfred Community Centre.



Unpacking donations at the Redlands Community Centre.

At our heart

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Our purpose is to make giving count – getting the right donation, at the right time to people in need.

Our vision

A future built on kindness where giving is sustainable and impactful, so that every Australian thrives.

Our mission

We meet people's needs by matching donations through innovation and strong partnerships to strengthen communities and positively impact lives.

Our values



Lead with heart

Kindness, empathy, and patience guide everything we do — for our team, our donors, and the people we support.



Dare to innovate

We move fast, think big, and embrace fresh ideas. Challenges fuel us, and change excites us!



Do what's right

We're honest, open, and always do the right thing. Respect is our foundation, and accountability keeps us strong.



Make it matter

We're here to create real change. Every action, big or small, helps transform lives and communities.



ACKNOWLEDGEMENT OF COUNTRY

GIVIT acknowledges the Traditional Owners of the land where we live and work. We pay our respects to Elders past and present, 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.

Making giving count: our impact this year

Our community partners requested an item or service through GIVIT every **12 minutes.**

339,113 goods offered through the GIVIT online warehouse.

Delivering more value

\$6,517,482 spent vs **\$9,478,241** value of donations provided in FY25.

Powering generosity

414,215 donations provided to people in need.

\$6,335,819 Donations received.

We met a request for help every **32 minutes.**

126,965 kg of goods diverted from landfill.

Strengthening local communities

- 5 Activated disasters.
- 383 New organisations registered.
- 1,049 Organisations that received assistance.
- 5,036 Total organisations registered.

Above: Growth of total organisations in the GIVIT network from 2019 - 2025.

In 2025 we reached a milestone of **\$100 million** worth of goods and services provided to those in need since GIVIT's inception.



A message from our Founder



The GIVIT team meeting with Her Majesty The Queen.
Left: GIVIT CEO Chris Staines. Right: GIVIT Founder Juliette Wright.

The past year has been filled with a familiar blend of challenges and memorable moments.

The latter very much apparent in October 2024, when GIVIT representatives were honoured to meet with Her Majesty The Queen in person to present details of our work. It was a special moment for me personally, following several years of correspondence with Her Majesty after she agreed to become our ambassador in 2020, during the Black Summer Bushfires.

We were so excited to finally meet face-to-face. Her Majesty was very generous with her time, spending at least thirty minutes with the GIVIT team where she asked very insightful questions about our work and the impacts across Australia.

Her allocation of time to meet with us was another demonstration of the support that she has given to our work since becoming our patron. Meeting Her Majesty was a moving experience for the GIVIT team and one that I will treasure forever.

Similarly in March this year, I had the pleasure of meeting with Governor-General of Australia Her Excellency the Honourable Ms Sam Mostyn AC at the North Townsville Community Hub (NOTCH) to showcase NOTCH's community support following the North and Far North Queensland Floods. GIVIT is proud to partner with local organisations like NOTCH to provide donations of essential goods and services for people who were impacted by February's devastating floods. This collaboration demonstrates the practical value of cooperation and coordinated efforts in the community sector.

Sadly, many communities were once again impacted by disasters this year. GIVIT provided critical support for five major disasters including floods in Western Queensland followed by Tropical Cyclone Alfred in both Queensland and New South Wales and then severe flooding in the Mid-North Coast and Hunter regions of New South Wales in May.

We are so privileged to receive amazing support from our corporate partners; we couldn't do what we do without them. I was delighted to speak to the Hanes Brands Australasia team at their annual Town Hall event in April, this was a chance to thank them for the more than 3.5 million items of clothing they have donated to GIVIT since our partnership began. This partnership has come such a long way since Hanes first reached out with donations for drought impacted communities back in 2017.

May marked another big milestone for GIVIT with the launch of our new website. What started out as a simple donation website created around my kitchen table back in 2009, has now become one of the most successful giving platforms in Australia. A big thanks to everyone who played a part in bringing this new website to life.

I'm so humbled to see the evolution of GIVIT, which will always be a part of who I am, and I'm looking forward to this new chapter in our journey.

— Juliette Wright
OAM



From the Chair

It's been another eventful year as Chair of GIVIT as we become increasingly accustomed to working in an unpredictable world.

GIVIT is now prepared to launch disaster appeals all year round and I'm proud of the way the GIVIT team quickly responds to needs when they arise. With more than 15 years of experience in donation management under our belt, GIVIT has a wealth of data that has become invaluable to the team when predicting patterns of need. We know, for example, that domestic and family violence and homelessness are secondary impacts of disasters. This information allows GIVIT to plan more effectively and to be ready to lend our support to local community efforts when needed. This knowledge is also important in helping build more resilient communities and we are exploring ways of utilising this data more effectively in the future.

I have had the opportunity to travel with GIVIT CEO Chris Staines this year to meet with stakeholders around the country. It is encouraging to see how well-respected GIVIT is among community and government agencies, both within disaster settings but also in other hardship sectors including homelessness, domestic and family violence and mental illness.

It's clear that the work that GIVIT does, to ensure people experiencing hardship have access to the essential goods and services they need, is becoming more important than ever.

We have adapted the way we work to remain responsive and effective in the face of a rapidly evolving global landscape – shaped not only by climate change but also by the rising cost of living and growing instability in communities worldwide. The significance of our impact on those in need cannot be overstated. In a world facing mounting challenges, it is both encouraging and humbling to witness the continued generosity of people across Australia. I'm constantly reassured to see the thousands of generous people around the country who donate through GIVIT every year.

I'm grateful to the whole GIVIT team and Board for creating tangible, positive change in the lives of those who need it most, and I look forward to expanding our impact in the future.

— Iain MacKenzie



From the CEO

As we close another financial year, I want to take a moment to reflect on the past twelve months.

GIVIT responded to five disasters including North and Far North QLD Floods, Western QLD Floods, Tropical Cyclone Alfred in QLD and NSW and NSW Mid-North Coast and Hunter Region Floods in the past year. Each response underscored the critical role we play in disaster recovery as a trusted partner to government and community partner organisations in times of crisis.

This was apparent in February, when Queensland Premier David Crisafulli directed a donation of \$500,000 from the Queensland Premier's Disaster Relief Fund. This boosted funding GIVIT had already received to support Queensland's ongoing disaster recovery, to provide essential goods and services to people impacted by the severe floods in North and Far North Queensland.

This demonstration of confidence in our model to get help to those who need it most is testament to the hard work of the GIVIT team in growing our presence over the past 15 years. I'm pleased to say we converted this entire donation into practical essential goods for impacted people within one month, with 99% of funds spent locally in North Queensland. In May we were thrilled to launch the new GIVIT website, providing a better user experience for our amazing donors and supporters and a refreshed look and feel for our platform. This exciting new phase in the growth of GIVIT positions us to more quickly meet the needs of people experiencing hardship around the country.

Throughout the year, I've had the privilege of travelling around the country and connecting with many of our stakeholders. These conversations have been a powerful reminder of the deep respect and value placed on the work we do. Our donors' ongoing support is not only encouraging, but it also reinforces the importance of our mission and the difference that our team make every day. To highlight this impact, recent GIVIT data shows that in the past financial year, each day we received on average 120 requests for support and in response we provided 1,134 essential goods and services valued at \$25,967 – every day. Our ability to step up when communities need us most speaks volumes about the dedication, professionalism, and heart of our people.

The GIVIT team has been working collaboratively with the Board on a multi-year strategy that will shape the future direction of our organisation. The strategy development process is a consultative approach led by the Executive Leadership Team and encourages contributions from our staff. The strategy will be released in FY26 providing a roadmap for our future. Looking ahead, I'm filled with optimism, bolstered by a committed and professional team, underpinned by strong partnerships, and sharing a common purpose. I'm confident we are well-positioned for the challenges and opportunities to come.

— Chris Staines

Responding Nationwide



Mel Peverill meeting with YWCA Women's Housing Support Case Manager Irene Martin.

Our national impact



“On behalf of our entire school community, we would like to extend our deepest thanks to GIVIT for their incredibly generous donation, [of] a freezer for our Healthy Food Program after ours unexpectedly broke down.

This freezer is essential to storing frozen food donated by Foodshare, allowing us to continue providing every student with breakfast, morning tea, afternoon tea, and a cooked lunch daily free of charge. For some of our students, this is the only consistent source of daily nutrition, and it helps them feel safe, valued, and ready to learn.

Our school is ranked among the top 3% of most disadvantaged schools in Australia, and our families face incredible challenges. GIVIT's support has often been life-changing and in some cases, lifesaving. Whether it's clothing vouchers to keep children warm, petrol vouchers to help parents get to medical appointments, chemist vouchers to purchase essential medications, or grocery vouchers to ensure a family can eat, GIVIT has stepped in with dignity, compassion, and real impact.”

— Lisa Hueston

Mooroopna Park Primary School, Victoria

Right: GIVIT CEO chatting with Mooroopna Park Primary school Wellbeing Coordinator Lisa Hueston.



Responding where it's needed



With disaster events now occurring all year round and increasing in number, GIVIT's model ensures seamless responsiveness to communities in need across Australia.

GIVIT is very experienced in managing concurrent disaster appeals to ensure impacted communities have access to the essential goods and services they need to recover and rebuild stronger. We have adapted the way we work to ensure we can pivot quickly to respond to needs as they arise and constantly seek to improve our capacity in this area.

In the past year, GIVIT responded to five disasters including North and Far North QLD Floods, Western QLD Floods, Tropical Cyclone Alfred in QLD and NSW and NSW Mid-North Coast and Hunter Region Floods. This required the GIVIT team to manage multiple disaster appeals at the same time and attracted generous support from our community of supporters; donors, foundations and corporate partners who stepped up assistance during these recoveries.

Photo Credit: Get Ready Queensland, The State of Queensland (Queensland Reconstruction Authority) 2025

RESPONDING WHERE IT'S NEEDED



Iconic Bunnings fundraiser sausage sizzles support disaster impacted communities

In March this year, Bunnings partnered with GIVIT to host a national fundraiser for cyclone and flood affected communities across parts of Queensland and New South Wales through their famous Bunnings Sausage Sizzles. Firing up the BBQ at Bunnings stores across the country, the national sausage sizzle raised \$285,000 for communities doing it tough around Australia.

Caroline Odgers visiting Bunnings Canberra Airport for the iconic sausage sizzle fundraiser.

National Disaster & Emergency Partners: NRMA Insurance & RACV

In late 2024, GIVIT renewed our partnership with NRMA Insurance and RACV for three years to help create safer, stronger & more connected communities, in and out of disasters. In addition to supporting GIVIT's daily operations, the partnership supports collaboration during disaster response and recovery efforts to help communities impacted by extreme weather. In addition to this ongoing support, NRMA Insurance and RACV donated to the GIVIT Tropical Cyclone Alfred Appeal.

In August 2024, NRMA Insurance sponsored GIVIT to attend the Australian Disaster Resilience Conference in Sydney. This amazing support allowed GIVIT to exhibit in Resilience Lane. We were able to showcase our work in disaster resilience and recovery, how we build community resilience, share the impact of our partnership, and to connect with other organisations in the field.



GIVIT spending time getting to know the NRMA Insurance and RACV Team.



Christina Spehr and Sally Perry in Resilience Lane at the ADRC Conference.

"I have seen first-hand the devastation communities have faced following extreme weather and it is heartbreaking.

I am very proud that we partner with GIVIT so together we can continue to help communities when they need it most."

— Julie Batch

CEO NRMA Insurance



Chris Staines chatting to Lion QLD State Sales Manager Marc Woolnough.

Domino's Minds and Meals stepping in when help is needed most

In November 2024, we welcomed Domino's registered charity Minds & Meals which became a GIVIT National Disaster and Emergency Partner. This partnership gives the Domino's store network and customers the opportunity to donate to communities doing it tough following disasters.

The 2025 Domino's For Good Day resulted in more than 100,000 essential goods and services delivered to Aussies impacted by disasters, along with 1,157 piping hot pizzas delivered to people doing it tough.

Schooners for good

In July, Lion launched "Support Schooners", their Tooheys New South Wales flood relief initiative for the GIVIT NSW Flood Appeal. GIVIT is grateful for this campaign that saw the industry come together with Lion, NCHG, C.ex Group and the AHA NSW, helping people in the Hunter and Mid-North Coast regions who were impacted by the floods.

The initiative raised \$60,000 through donations of 50c from every schooner of Tooheys sold at participating venues, AHA NSW chipped in an additional \$25,000 to the initiative, matched by Tooheys to help flood impacted Australians.

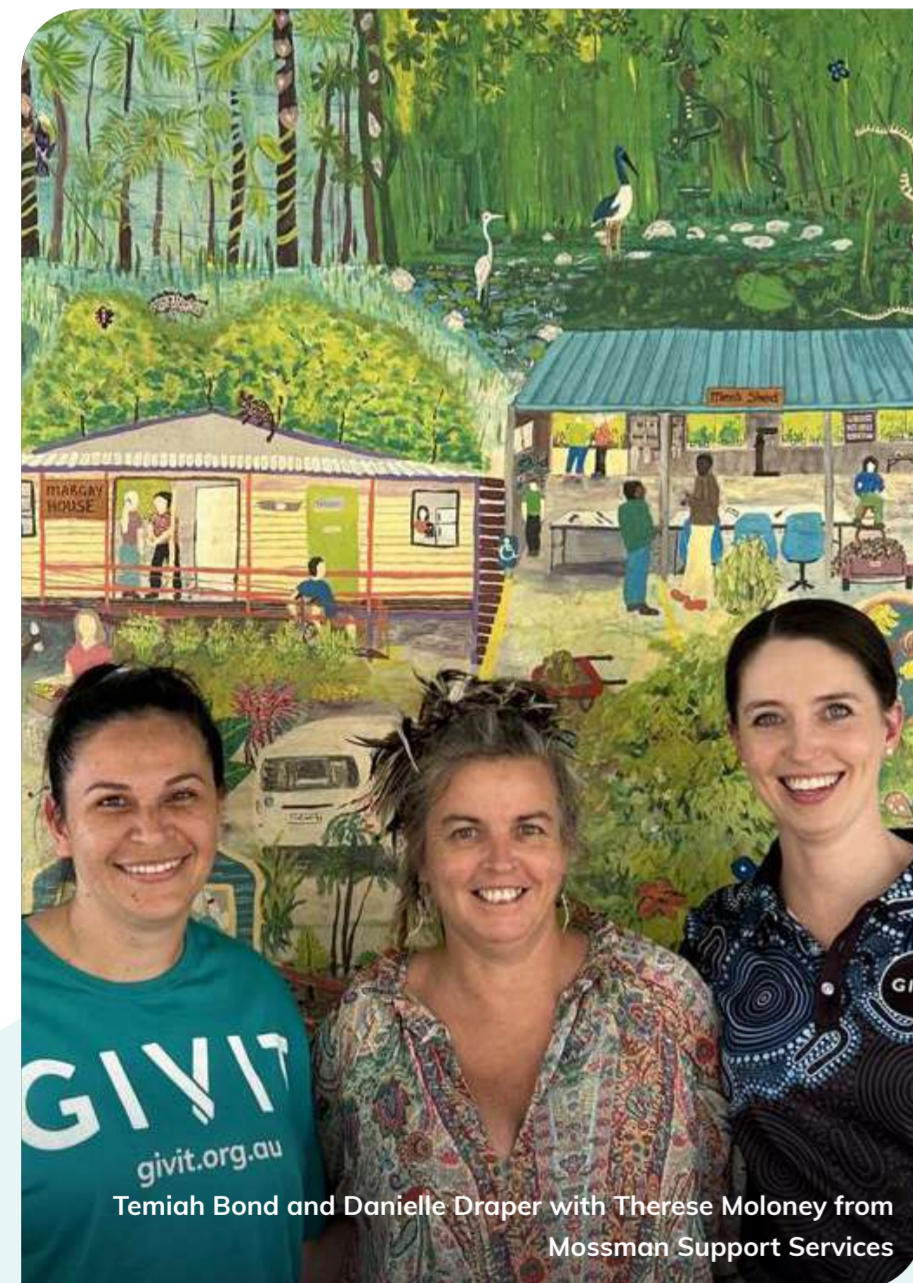


Our Team enjoying generous pizza donations from Domino's.

More than just the essentials

As well as providing thousands of groceries, toiletries, appliances and white goods, pieces of furniture and household items, here are some items we provided in the past year that you might not expect.

- A personal alarm to keep an isolated, elderly flood-affected couple safe in the event of a fall or emergency.
- Boxing equipment for community fitness classes in a remote First Nations community.
- A sewing machine to help a mum escaping domestic violence start her own small business.
- Flights for a man with a severe brain injury experiencing homelessness to return to his hometown for his sibling's funeral.
- Respite in the form of a horse-riding experience for a woman caring for her partner with terminal cancer.
- Dentures for a woman who lost her home in the floods in 2022.
- A walking stick for a vision impaired refugee from Afghanistan.
- Hydro-panels to help a school in a remote community provide fresh drinking water to its students.
- Dance classes for a 5-year-old boy living with disability whose family is experiencing severe medical issues and financial hardship.



Temiah Bond and Danielle Draper with Therese Moloney from Mossman Support Services



Disaster relief in action

North and Far North Queensland floods

Christina Spehr speaking at the QLD Premier's Press Conference following floods in North and Far North QLD.

Supporting communities through disasters

The start of 2025 brought a busy disaster season for Queensland & New South Wales communities.

In early February GIVIT partnered with the Queensland Government to manage donations of essential goods and services for people impacted by severe floods in parts of North and Far North Queensland including Ingham, Townsville and Cardwell.

In February, GIVIT launched the North and Far North Queensland Flood Appeal registering requests from existing charity partners, including schools and local councils across six local government areas.

Queensland Premier David Crisafulli donated \$500,000 from the Queensland Premier's Disaster Relief Fund to GIVIT for this appeal. This boosted funding GIVIT already received to support Queensland's ongoing disaster recovery and enabled us to provide essential goods and services to people impacted by this disaster in the record time of approximately one month.

33 local organisations partnered with to provide assistance.

21,742 goods and services provided to impacted people and communities, worth \$1.374 million.



Nick Waring meeting with Cr Mary Brown and Community Recovery Officer Jane Carne.

"The GIVIT team worked closely with the Hinchinbrook Chamber of Commerce, Industry & Tourism, to ensure as many local businesses as able could be included in supplier arrangements, to maximise economic benefit for the local economy.

I have spoken to numerous business owners who have complimented the GIVIT processes and shared their appreciation of the economic support, during a very challenging period. I have also spoken to extremely grateful recipients of vouchers used to purchase goods after they had lost so much during this event."

— Mary Brown

President of Hinchinbrook Chamber of Commerce, Industry & Tourism

Tropical Cyclone Alfred

In early March, Tropical Cyclone Alfred impacted parts of South-East Queensland, including the Brisbane region.

Queensland

Keeping rough sleepers safe during the cyclone

Thanks to generous donations, GIVIT responded to Emmanuel City Mission's call for support by providing a generator to the Brisbane-based homelessness service.

The speedy supply and installation of the generator allowed Emmanuel City Mission to remain open 24/7, giving people experiencing homelessness a safe place to shelter during the cyclone.

New South Wales

Tropical Cyclone Alfred impacted parts of Northern New South Wales in March 2025, including regions that were still recovering from severe floods in 2022. GIVIT worked with the NSW Reconstruction Authority to manage donations for this disaster.



Dr Barbara O'Shea MP at Emmanuel City Mission with a generator donated by GIVIT for rough sleepers during TC Alfred.

"Thank you so much for the extremely generous donation of the generator for Emmanuel City Mission. We are all so grateful for your help. Thank you for coming to the rescue."

— Dr Barbara O'Shea

South Brisbane Member of Parliament

96 local organisations partnered with to provide assistance.

21,539 goods and services provided to impacted people and communities, worth \$770,765.



Adavale's replacement school building being delivered by truck after the Western Queensland floods.

Western Queensland floods

In March, record-breaking floods inundated Western Queensland, affecting an area twice the size of Victoria, shattering lives and devastating farms and rural towns. The remoteness of impacted areas, damaged infrastructure, and limited access to supplies made recovery especially complex. GIVIT adapted our response by collaborating closely with local councils and community leaders to identify the most effective ways to reach isolated residents with practical, tailored assistance.

Getting kids back to school swiftly in Adavale

When floodwaters destroyed the local school building in the remote town of Adavale, GIVIT came up with an innovative way of getting the kids back into the classroom. A replacement demountable building was located, but transporting it to such a remote site was a major logistical challenge. Instead of letting that stop progress, GIVIT adapted quickly and found a way forward. Thanks to generous donations, we funded transport costs to ensure students' education continued without interruption. This achievement demonstrates GIVIT's ability to act quickly to find solutions that deliver practical help when it's needed most.

Total 6,300 goods and services provided to impacted people and communities, worth \$297,420.

NSW Mid-North Coast and Hunter floods

In May, parts of the Mid-North Coast and Hunter regions of New South Wales were inundated by catastrophic flooding.

GIVIT, with our partner the New South Wales Reconstruction Authority, managed donations of essential goods and services for people impacted by this disaster, in particular the communities of Kempsey, Wauchope, Taree and Port Macquarie.



Catering HQ raising funds through local RSL clubs for flood relief

Hospitality group Catering HQ threw their support behind flood-impacted communities by donating \$5 from every chicken schnitzel sold across seven venues, including the popular Castle Hill RSL, Club Parramatta and Pittwater RSL, to GIVIT for flood relief.

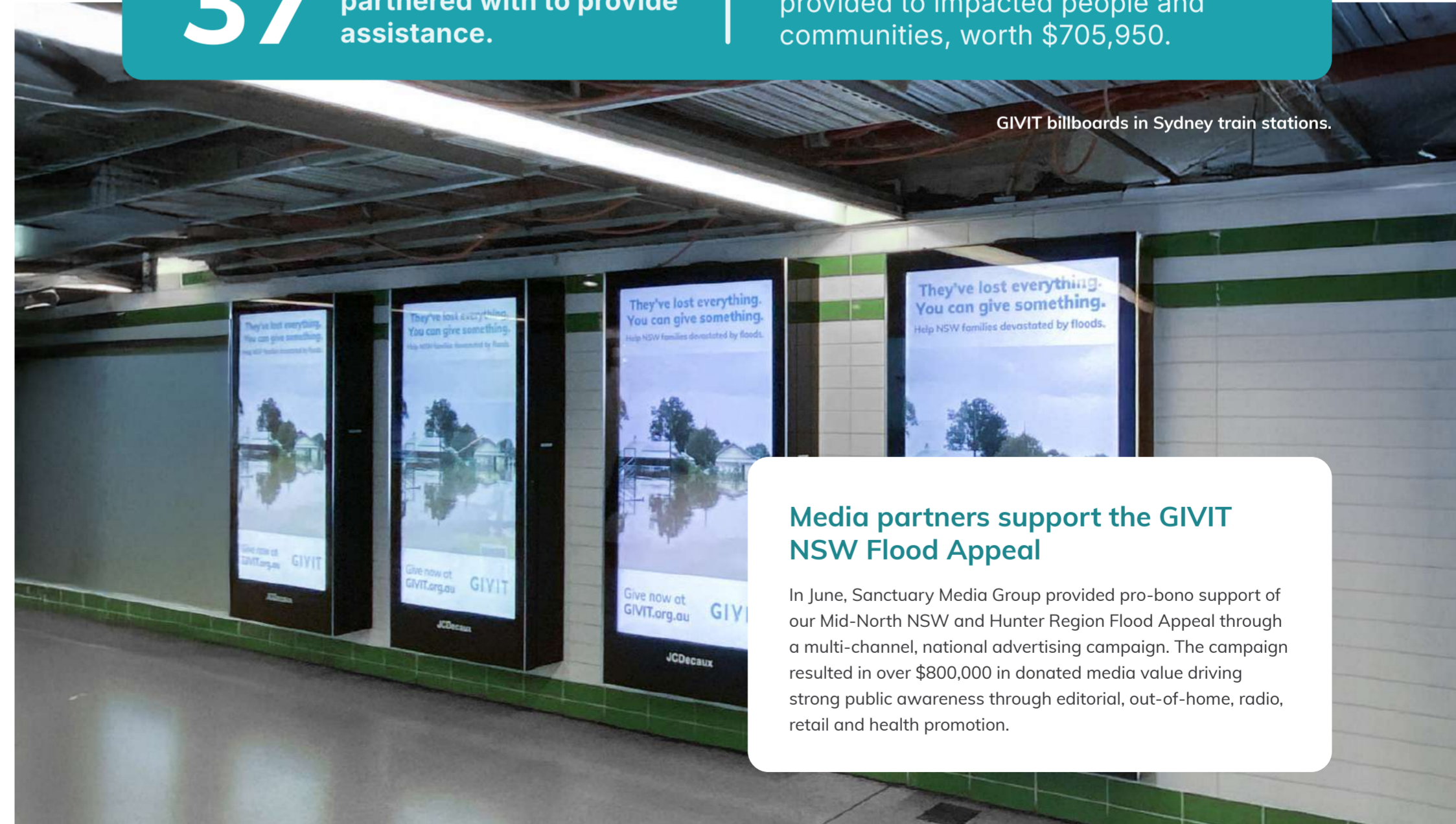
The campaign raised a total of \$52,410 through the sale of 9,347 schnitzels through May and June 2025.



Sally Perry receiving a generous donation from Catering HQ.

37 local organisations partnered with to provide assistance.

13,572 goods and services provided to impacted people and communities, worth \$705,950.



GIVIT billboards in Sydney train stations.

Media partners support the GIVIT NSW Flood Appeal

In June, Sanctuary Media Group provided pro-bono support of our Mid-North NSW and Hunter Region Flood Appeal through a multi-channel, national advertising campaign. The campaign resulted in over \$800,000 in donated media value driving strong public awareness through editorial, out-of-home, radio, retail and health promotion.

Invested in communities for the long-haul

GIVIT offers long-term commitment to helping communities in need.

GIVIT works with disaster-impacted communities for as long as it takes, providing immediate relief, through to long-term recovery support. In addition to being activated for 5 disasters in FY25, GIVIT continued to help people recover from previous disasters.

In Western Australia's Kimberley region, GIVIT's support of flood-affected communities recently concluded two and a half years after the flood event in January 2023. In that time, GIVIT provided over 14,000 essential goods and services to help those impacted get back on their feet.

"GIVIT has been vital in the recovery for natural disaster victims. This has included individuals and families across North-East Victoria over the last 5 years from bushfire, floods, multiple storm events etc. They have provided much needed practical support in the way of essential goods and vouchers for our clients that had no other option to source these items. The ability to have choice and freedom to walk into a store and pick out what they want and need has been very trauma-informed and has left no shame for these vulnerable people."

— Warren Rickard
Gateway Health Victoria



Meeting Her Majesty The Queen



In October 2024, the GIVIT team was honoured to be included in Her Majesty The Queen's schedule of meetings in Canberra.

A small group of GIVIT staff, volunteers and charity partners had the opportunity to present details of our work in providing essential goods and services to people experiencing domestic and family violence and disaster recovery around Australia.

Coverage of the meeting reached 10 million people through media and social media, generating awareness of the impact GIVIT has on communities experiencing hardship around Australia and encouraging more people to connect with and support our work.

We have been privileged to have Her Majesty as a Patron of GIVIT since 2020.

"We were so impressed by Her Majesty's clear understanding of the work that we do. She was very knowledgeable about the role that we play assisting people impacted by hardship."

— Chris Staines, GIVIT CEO

"Her Majesty was incredibly gracious and made us feel so relaxed. We're a small team making a huge impact and we feel so grateful for her generous acknowledgement of our work."

— Juliette Wright OAM, GIVIT Founder

"The Queen seems to really connect with [GIVIT]."

— Karl Stefanovic, Today Show Host

Making a Local Impact



Christina Spehr spreading the word in Ingham, Queensland.

Our local impact



Chris Staines and Christina Spehr meeting with Queensland Government partners in Far North Queensland.



We helped 1,049 partner organisations to support people experiencing hardship in their local communities.

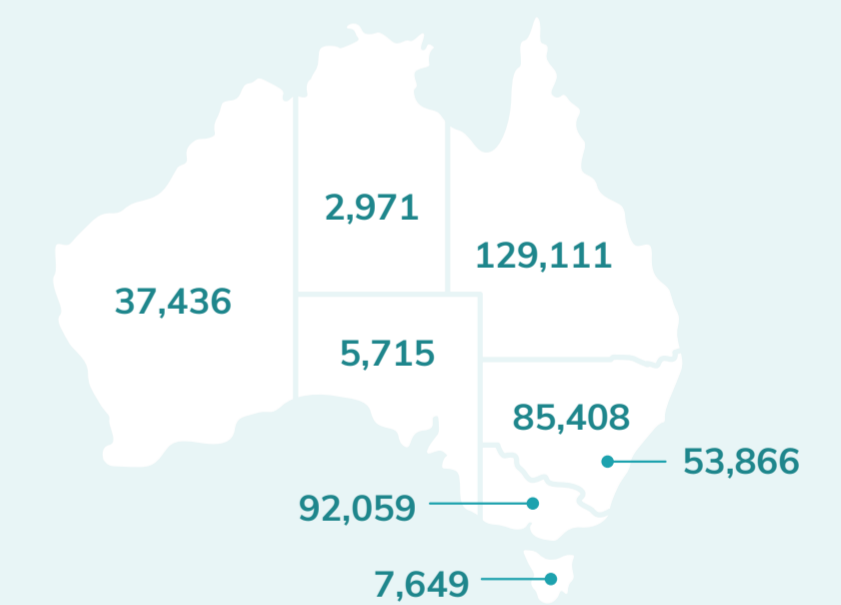


339,113 quality second-hand goods and services were offered into the GIVIT online warehouse.

Did you know?

Since we began, GIVIT has diverted a total of 2,056,935 kilograms of goods from landfill and given them a new home. This weight is equal to more than 10 Boeing 747 planes.

GIVIT has provided support across 45% of all LGAs in Australia.



Goods and services provided, by state.

"Luma loves working with GIVIT. [We] love the practical things that they are able to source - it makes a huge difference to the women [we] support but also in being able to do our job and build trust and deliver positive outcomes."

— Spokesperson for LUMA
Women's Health Service in Perth

"Your generous donation of bras, underwear, socks, and other essentials has been a lifeline for so many in our community. Right now, we are helping over 100 families every month across 5 different locations in Gippsland, and the need continues to grow. Because of [GIVIT] generosity, we are able to provide dignity where it's most needed. Your donation is more than clothing — it is hope, care, and a tangible reminder to those doing it tough, that they matter. Thank you for partnering with us to transform lives."

— Meagan Bennetts
Tabitha's Closet Van in Gippsland Victoria

Local partnerships for sustainable impact



Christina Spehr in North Queensland.

Supporting local businesses following North Queensland floods

GIVIT has partnered with the Queensland Government since 2011. Following severe flooding in parts of North and Far North Queensland in February 2025, GIVIT was activated early in the disaster to manage donations of essential goods and services for impacted residents. GIVIT launched the North and Far North Queensland Flood Appeal on 3rd February, registering requests from existing charity partners including schools and local councils across local government areas in the region.

On 13th February, the Queensland Premier David Crisafulli announced a donation of \$500,000 to GIVIT, in addition to funding already received to support Queensland's ongoing disaster recovery, to provide essential goods and services to people impacted by this disaster.

GIVIT worked with local councils, neighbourhood centres and grassroots charity groups to assess needs on the ground. Using 100% of donated funds to purchase exactly what was needed for impacted communities, GIVIT was committed to buying goods locally where possible to support the economic recovery of these regions.

With some of the worst affected residents based in the Hinchinbrook Shire, GIVIT quickly established a close relationship with the Hinchinbrook Chamber of Commerce, Industry and Tourism to understand when businesses were re-opening to ensure GIVIT could spend locally.

As a result, 99% of funds were spent purchasing goods and services from local businesses in impacted regions. By 12th March, GIVIT had distributed the entire \$500,000 from the Queensland Premier through the donation of 7,704 essential goods and services for impacted communities.

Since the launch of the North and Far North Queensland Flood Appeal, GIVIT has registered several new organisations in impacted areas, including mental health services, disability support services, local neighbourhood centres and health and wellbeing services. GIVIT will remain connected with these organisations for ongoing social support and to address vulnerabilities as they arise, supporting their efforts to build community resilience. These relationships will ensure access to essential goods and services for people experiencing economic hardship into the future.

OUR WORK IN LOCAL COMMUNITIES



Endeavour celebrating \$5 million milestone with GIVIT.

Endeavour Group reaches \$5 million milestone in donations to GIVIT

In April 2025, drinks and hospitality business Endeavour Group reached the incredible milestone of donating more than \$5 million to GIVIT since the partnership began in 2020. The funds, raised through customer and team member contributions, have been used to support Australians experiencing hardship, providing essential goods and services to those who need them most.

Endeavour brands have thrown their support behind GIVIT in the past five years, including Dan Murphy's customer and team member contributions at donation tins at cash registers, quarterly GIVIT Days, brand partnerships and the Dan Murphy's gifting hub.

During disasters, the Endeavour network allocated fundraising to recovery efforts, such as the recent clean-up across parts of QLD and Northern NSW from the impacts of Tropical Cyclone Alfred.

"At Endeavour Group, supporting our communities is at the heart of what we do. Through our partnership with GIVIT, we're able to connect generosity with real impact - ensuring help reaches the people who need it most. It's a privilege to see the difference that's possible when our teams, customers, and communities come together."

— Dan Holland, Director

Corporate Affairs and Sustainability,
Endeavour Group

Quality furniture diverted from landfill following NSW floods

GIVIT partner Project Net Zero facilitated the donation of high-quality office furniture for Kinchela Boys Home Aboriginal Corporation following the NSW Mid-North Coast and Hunter Region floods. 79 pieces of furniture were collected and repurposed, avoiding almost 2,000 kg of goods going into landfill.

"Kinchela Boys Home Aboriginal Corporation would like to thank GIVIT and their partners for the recent donations after the recent flood where our Kinchela office lost everything. These donations will help get our office up and running and let our staff get back to a bit of normality with the office furniture donations. So very much appreciative and we thank you all."

— Clarissa Donovan

Kempsey Manager, Kinchela Boys Home
Aboriginal Corporation

Fitzroy Crossing kids fishing again following floods thanks to Kmart

"After the 2023 floods destroyed the town, Fitzroy Crossing had to rebuild for essential services, this crisis response meant fewer youth activities were running in the community. Almost 2 years later the community has come together and addressed the need for more programs for our disengaged young people. Living in a small town so remote, 400km inland from Broome, means our children have limited access/exposure to the same youth activities that are in metro areas e.g., going to the movies or shopping center.

This means our staff who deliver the youth programs have to be creative at finding ways to keep them engaged. The elders always talk about how the river is healing and one thing we know is our Fitzroy Crossing kids know how to throw a handline before they can walk. Marra Worra Worra Aboriginal Corporation wanted to incorporate both of these activities and with the help of the fishing supplies from Kmart and GIVIT, we are now able to bring the community together to host a youth fishing competition so we can watch our kids thrive at a skill that has been a part of their culture for generations."

— Nikkita Rice

Community Programs Manager, Marra
Worra Worra Aboriginal Corporation,
Fitzroy Crossing WA

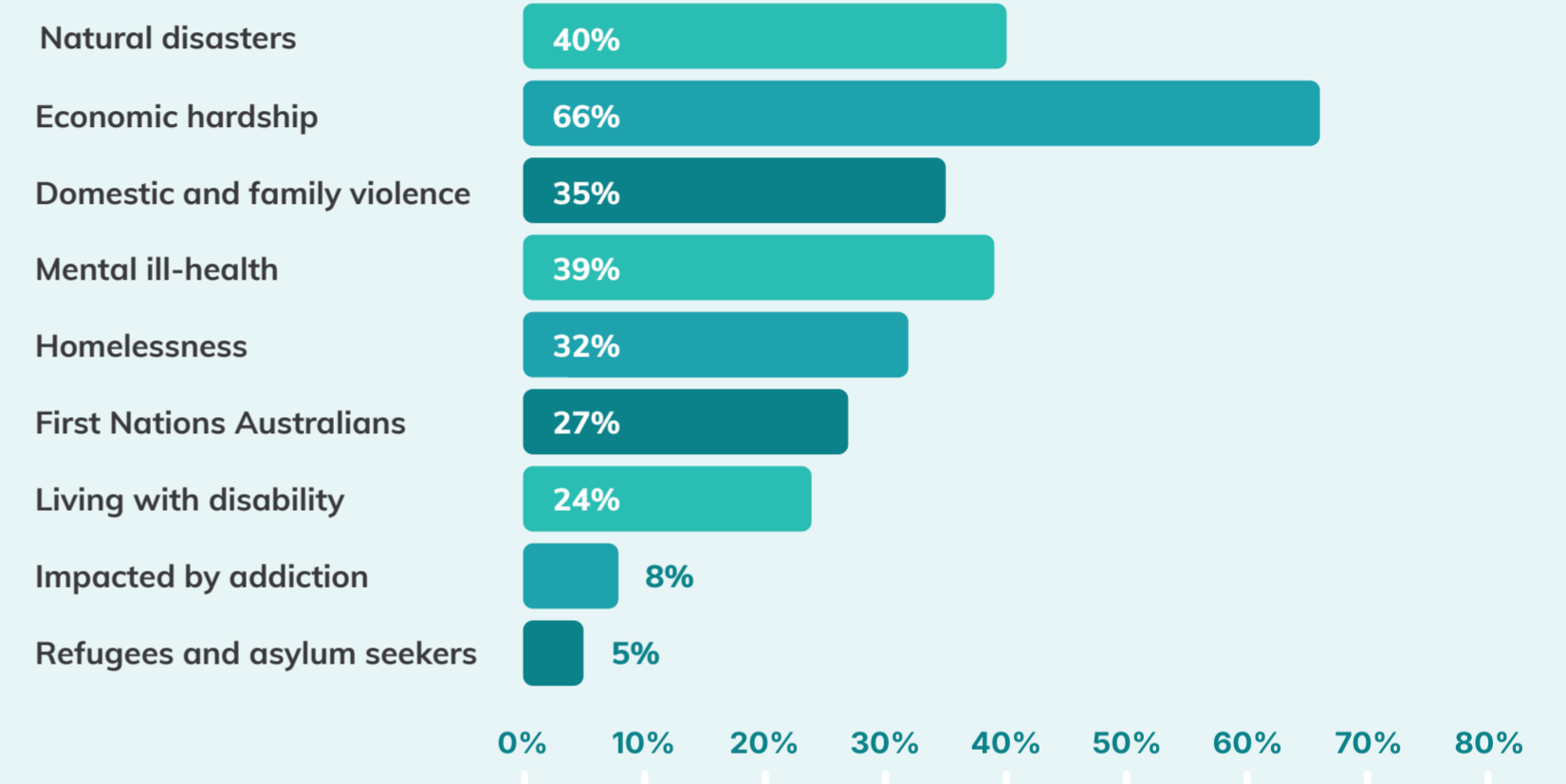
Building Smarter Systems



Turning insights into impact

Using our data to make a difference

A snapshot of need through GIVIT this year



The value of GIVIT data

Over the past financial year, the GIVIT team have been optimising the use of our data to predict patterns of need among vulnerable communities.

Domestic and family violence as a secondary impact of natural disasters

GIVIT is acutely aware that domestic and family violence is a secondary impact of natural disasters, with our data demonstrating a more than tenfold increase in domestic and family violence requests in the 12 months following a disaster.

With almost half of all requests on the GIVIT platform for people experiencing domestic and family violence, this number is expected to escalate as natural disasters become more prevalent. This data allows GIVIT to prepare for this sad eventuality and reach out to our donors and supporters so we can scale up support through our local community partners where and when required.

First Nations communities disproportionately represented in requests for support

GIVIT data illustrates how First Nations communities are unfairly impacted by hardship based on requests for assistance through the platform. 30% of all requests that come through GIVIT are for First Nations Australians.

Despite making up only 3.2% of the population, First Nations Peoples are ten times more likely to need support from GIVIT compared to Non-Indigenous Australians.

These insights are valuable in understanding how GIVIT allocates resourcing and strategic focus to better target our support of individuals and communities in need.

Smarter systems, faster help



“I wouldn’t be here in such a short time without GIVIT. Thank you guys, everyone associated with GIVIT. Great work.”

Greg in his refurbished unit after the NSW 2025 floods.

Thanks to enhancements delivered through GIVIT’s purchasing automation project, Greg swiftly received what he needed through GIVIT after his home in Port Macquarie was flooded.

Automated purchasing expediting assistance

One initiative that supports GIVIT’s continuous focus on working smarter, faster and more efficiently was the purchasing automation project funded by corporate partners NRMA Insurance and RACV.

This project integrated two application programming interfaces from external gift card suppliers into the GIVIT portal. This allows community partner organisations the flexibility to choose a supplier relevant to their community, reaching the person in need sooner and means less work for both our community partner organisations and the GIVIT team.



Automation efficiency

80% of all purchase orders completed by GIVIT are now automated (previously nil).



Processing time reductions

The average processing time for a purchase order has been reduced from 10 minutes to 2 minutes.



Overall hours saved

This will result in an estimated 2,229 hours saved during the next financial year.

In Financial Year 2025

More than 68% requests for assistance were successfully met. Our messaging reached people more than 31 million times.



Redlands Community Centre unpacking donations thanks to Hanes Brands Australasia.

Hanes donations making a difference following Tropical Cyclone Alfred

In the wake of TC Alfred, mould damage left many NSW and QLD residents without safe and usable bedding. Hanes Brands Australasia, a long-term corporate supporter of GIVIT, responded with a donation of almost 500 pillows and bed linen items from Sheridan.

“It’s crazy how we take for granted a towel. We take for granted a bed sheet, but these things keep you warm at night when you’re scared, when you’re sad, when you’re lonely. You get into bed, you have a fresh sheet and it makes such an impact. It’s something that you’ve given back to that community, our community, and it’s an amazing support that you’re able to provide.”

— Redland Community Centre General Manager

Corporate stock easier than ever to donate at scale

Last year, GIVIT launched the first phase of our Bulk Stock Platform, which is designed to make it easier for organisations to donate stock at scale. This innovation simplifies and streamlines the donation process and helps companies divert quality items from landfill, while giving local charities greater certainty that they can accept, manage and distribute the stock to people in need.

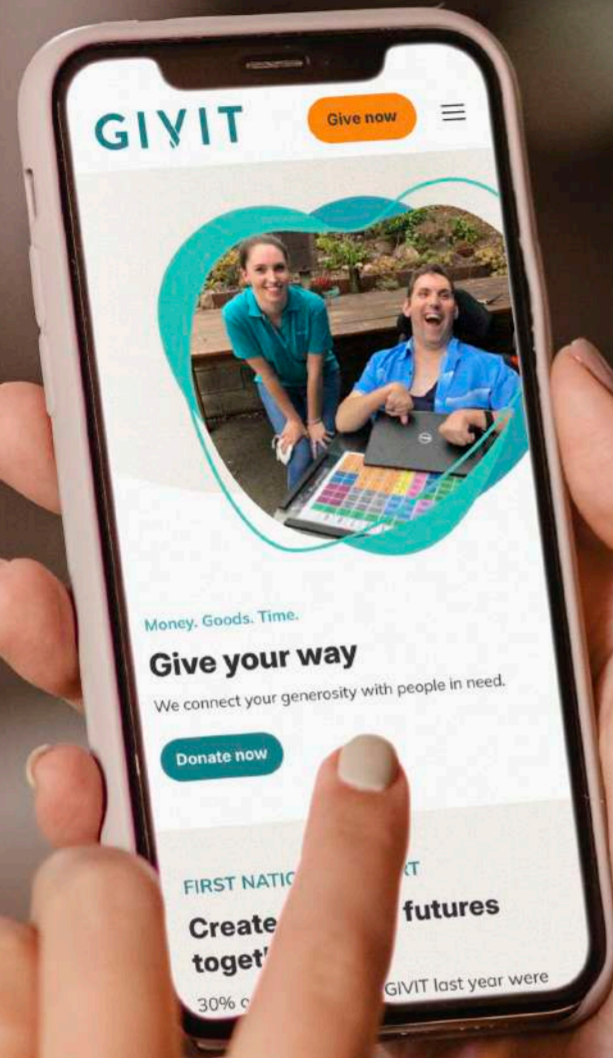
In FY25, the Bulk Stock Platform enabled GIVIT to facilitate 44% more items per donation (compared to FY24), reducing the administrative burden for all involved. The total corporate bulk stock items donated via GIVIT increased by an impressive 67% in FY25.

We are currently scoping the next phase of our Bulk Stock Platform, which will enable even more organisations to access and benefit from this scalable, high-impact solution to extend the lifetime of quality goods.



Generous donations of office computer equipment being refurbished by a community partner in Perth, WA.

Introducing the new GIVIT.org.au



The new website delivers a more streamlined experience for donors and community partner organisations and is already delivering strong results.

In May 2025, the GIVIT team was thrilled to launch a new, completely redesigned GIVIT website. The new GIVIT.org.au has vastly improved accessibility, usability and performance for our donors and community partner organisations and has been designed reflecting GIVIT user and partner feedback.

- Mobile friendly design
- Refreshed look and feel
- New Give Now option
- Streamlined donation process
- Smarter donation matching

Following the launch of the new website in May, GIVIT website traffic spiked to the highest level in more than two years with June the third highest traffic month in the same period. And in June, the conversion rate for website visitors who either donated, signed up to our newsletter or registered as a new community partner organisation increased by 41%.

The first appeal launched on the new website, the NSW Mid-North Coast & Hunter Region Flood Appeal, was GIVIT's most successful in over two years, generating the highest levels of traffic and donated funds via the website.

Agile operations to meet every need

Adapting to a rapidly changing world

GIVIT has evolved in its more than 15 years of operations to become a leader in the donation management sector. Our strategic direction has also developed to meet the dynamic needs of the people and communities we work for and the donors who support our efforts.

The GIVIT Team has been working collaboratively with the Board on a 5-year strategy to shape future direction of our organisation.

Sustainable giving

A key theme in the future direction of GIVIT's operations is to fully integrate sustainability into the GIVIT Five Year Strategy.

We've built a road map to formally embed social and environmental sustainability into our operations, decision making and culture. This includes a plan to significantly increase the uptake of quality second-hand goods through GIVIT to get quality goods to people who need them, reduce landfill and support the circular economy.

GIVIT Strategic Goals



Meet more needs, faster.



Innovate and scale our systems.



Strengthen our disaster readiness and recovery capacity.



Strengthen and diversify partnerships and funding.



Grow our national voice and sector leadership.



Strengthen and celebrate our people and culture.



Quality second-hand goods making a difference for people doing it tough

"I have used GIVIT's online warehouse on two occasions and both have been great experiences. I was linked directly to donors who I was able to easily communicate with and collect directly from with minimal fuss. We received a double reversible pram (worth almost \$1000), in excellent condition, and unused blankets and bedding that we were able to provide to young families experiencing homelessness. This service has been invaluable to our program and the homelessness sector as a whole, allowing us to provide desperately needed material aid while working within tight budgeting constraints."

— Sam Fox

Launch Housing South Melbourne

Left: Catching up with the team from Launch Housing South Melbourne.

Governance

GIVIT
givit.org.au

Our team



Our team

GIVIT operates with a lean team of just 35 people. Through replacement of team members that moved on this year, we welcomed several new members to GIVIT. We bolstered our Marketing and Customer Experience Team through a Social Media, Campaign and Content Specialist as well as a dedicated Graphic Designer. The Fundraising and Partnerships Team recruited two specialists with the appointment of a new Head of Department and Coordinator.

GIVIT added an IT Coordinator to our team this year to ensure we remain up to date with technology and security across the organisation. Our Finance Team also welcomed a new Purchasing Officer and Accounts Assistant.

The Engagement Team farewelled team members from Queensland and Victoria, with new State Managers joining for both states bringing a wealth of experience in both disasters and local community engagement.

GIVIT is so grateful to the generous people who supported our work by volunteering their time to GIVIT in the past year. We welcomed seven volunteers from around Australia in FY25 including communications and media support, digital marketing, IT support and general assistance including transport of goods to our community partner organisations and Brisbane Airport donation collections.

Our network

GIVIT has a robust registration process for all community organisations and charities that work with us.

This includes that organisations are screened according to the Australian Charities and Not-For-Profits Commission (ACNC) and ORIC governance standards and it is underpinned by our own strong governance systems to manage donations made through our platform.

Governing committees

GIVIT is governed and supported by a skills-based Board of Directors who generously volunteer their time and expertise. The Board meets six times a year with directors participating in sub-committee meetings.

The Board is supported by three sub-committees, each chaired by members of the Board:

- Finance and Risk Committee, which provides oversight on GIVIT's financial performance, reporting and management; compliance obligations; and risk management. The Finance and Risk Committee has four members and meets five times a year.
- IT Committee, which provides oversight, guidance, and direction on GIVIT's ICT infrastructure, digital capabilities, policies and strategies. The IT Committee has five members and meets four times a year.
- Revenue Committee, which provides oversight on the generation of revenue to meet GIVIT's annual operational requirements, relief funding and the achievement of long-term financial sustainability. The Revenue Committee has four members and meets four times a year.

We also benefit from pro-bono support, relative to their area of expertise, that many of our Directors contribute to our work.

"Good governance is essential for success. At GIVIT we are privileged to benefit from the wisdom and experience that our Board brings to our work. Their guidance, support, and contributions shape what we do to support people in need, right around Australia. My sincere thanks go to our Board Directors for all they have given in FY2025."

— Chris Staines
GIVIT CEO

Our Board

Our wonderful Board were asked what GIVIT's greatest achievement was this year and what they are most looking forward to.

Iain MacKenzie

GIVIT's greatest achievement this year has been its ongoing role in disaster management and preparedness. With an ever-growing number of disasters across Australia, GIVIT has ensured communities receive timely, targeted support. Our ability to mobilise resources quickly and coordinate with partners during multiple events has demonstrated exceptional readiness and resilience.

I'm most excited about how we can harness data to take disaster response to the next level. By using real-time insights and predictive analytics, we'll be able to anticipate needs before they arise, improve coordination, and make recovery efforts even more efficient. This data-driven future will position GIVIT as a leader in disaster resilience.



Juliette Wright OAM

This year, one of GIVIT's greatest achievements has been the launch of our brilliant new website. It has transformed the way we connect donors with those in need, streamlining the donation matching process and making it easier than ever for organisations to have their needs met.

Equally exciting has been embarking on the development of a refreshed values and a bold new strategic plan with the entire team. It is a process that reflects both our ambition and our collective commitment to GIVIT's mission.

Looking ahead, I am most excited about finalising our strategic plan and equipping the team with the tools they need to achieve the big goals we will set. By aligning our vision with strong systems and team decided goals, we will continue to grow our impact and ensure that every donation makes a meaningful difference in the lives of people who need it most.

Carita Martinez

The launch of the new GIVIT website. The refinements and enhancements supercharges GIVIT's ability to help vulnerable communities and individuals across Australia. Importantly, the new website delivers significant efficiencies for both the GIVIT Team and the Charities using our portal - unlocking precious time for other important work. The GIVIT Team managed to develop and implement the new platform without skipping a beat. I'm always inspired by the deep well of positivity, kindness and sheer grit that is the heart of GIVIT. It's so great to be part of an organisation that continues to grow and adapt without losing its spirit.



Megan Magill

For me, the greatest achievement has been seeing GIVIT continue to show up for people and communities doing it tough, wherever and whenever they need our support. Whether it's responding to multiple disasters at once or helping families through everyday hardship, the impact they have is enormous for such a lean team. The launch of the new GIVIT.org.au website has also been a real milestone this year, making it easier and faster to continue to make this positive impact.

I'm looking forward to seeing even more individual donors and corporates getting involved with GIVIT and helping to make a difference! I'm excited to see GIVIT keep building on the momentum already in progress, using the new website, smarter systems and our growing partnerships to support even more people in need. The future is full of opportunity and I'm proud to be part of it.

Wayne Custodio

One of GIVIT's greatest achievements this year has been its innovative technology upgrades. Giving is now effortless and immediate, and every strategic improvement enables generosity to reach those in need faster, helping more people when it matters most.

I'm looking forward to building a safe space for exploring and testing new technologies, and to use those innovations strategically to maximise our collective impact.



Geoff Hoffman

Each generous donation that GIVIT matches to a person in need is a singular great achievement. GIVIT has got a lot better at doing that matching process this year, by re-engineering its website and the IT back-end that lets the magic happen. So, while it is not something we publicly celebrate - I think that project is really this year's greatest achievement.

GIVIT has the talent, the culture, the tools and the relationships to continue to grow its footprint and the positive impact it makes every day. I'm looking forward to seeing that positive impact continue to grow.

James Whitelaw

This year, GIVIT has built stronger partnerships with corporates and community organisations, creating sustainable pathways for giving. Our ability to align corporate social responsibility goals with real community needs has amplified impact and secured financial stability for the organisation.

I'm most looking forward to expanding these partnerships and embedding GIVIT as the go-to platform for corporate giving. By deepening engagement with businesses, we can unlock innovative ways for companies to give back, ensuring GIVIT's long-term sustainability.



GIVIT values at work

GIVIT team members shaping our organisation

In the spirit of empowering employees to create change and have input into the culture and focus of our organisation, GIVIT operates five internal committees with a staff member from every department present in at least one committee.

GIVIT Committees

- Reconciliation Action Plan
- Workplace Health and Safety
- Workplace Wellbeing
- Diversity and Inclusion
- Sustainability

Right: Members of the GIVIT team from the 2025 GIVIT Conference.



GIVIT's Innovate RAP

The GIVIT team was extremely proud to launch our Innovate Reconciliation Action Plan 2025 – 2026 in early 2025. This is our second Reconciliation Action Plan (RAP) which further demonstrates our commitment to increasing respect for and improving relationships with First Nations communities.

This RAP reflects the GIVIT values of integrity, courage, impact and compassion which are at the core of everything we do. We are committed to fostering a culture of reconciliation across our organisation and to build on the progress achieved through our first RAP which established a framework to commence this process.

At GIVIT, we work closely with partner organisations across Australia every day to address economic and social inequalities by empowering First Nations Australians experiencing hardship to request exactly what they need.

A key focus for this RAP will be to build on this network of partners to ensure we have mutually beneficial relationships that promote a culture of reconciliation and respect.

Left: Artwork by Ngunnawal woman Charmaine Barratt.

Thanks

GIVIT is extremely grateful for the generosity and continued support of our partners. Their commitment to the Australian communities and the financial, networking and support that they provide is truly invaluable and makes our work at GIVIT possible. We are extremely grateful to everyone in the community who has supported GIVIT and acknowledge the generosity of our corporate partners, as well as the many other foundations and anonymous givers who support GIVIT.

National Partners



National Disaster and Emergency Partners



Corporate Supporters



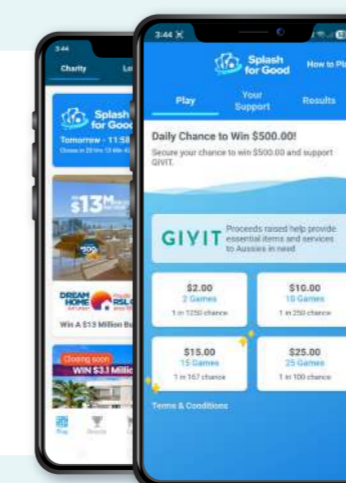
Government Partners



Special Thanks

Road Boss Rally

2025 marks 10 years of incredible support from the Road Boss Rally. Since 2016, these big-hearted adventurers have travelled countless kilometres through Australia's rugged outback, raising almost \$2 million for GIVIT in the process.



In November 2024, GIVIT partnered with Oz Lotteries on the Splash for Good lottery. Proceeds from this lottery support GIVIT's operations, ensuring we can get help where it's needed most. It also provides participants with the opportunity to win exciting prizes, whilst supporting a good cause. This partnership generated over \$550,000 in funds in FY25.

GIVIT

How to help

To all our wonderful supporters and the incredible GIVIT team, thank you for helping us make a difference.

There are thousands of specific needs listed by charities on the GIVIT website. Whether it's donating goods, providing financial support, or simply spreading the word about GIVIT, there are so many ways that you can make a real difference to people experiencing hardship.

Visit [GIVIT.org.au](https://www.givit.org.au) to find out how you can help

