

Thank you
GIVIT

GIVIT

**ANNUAL
REPORT**

2023



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.

Front cover image: A young First Nations boy in the Kimberley, whose community was impacted by a bushfire. GIVIT provided a new fridge and freezer to store water and food while the community recovered.

CONTENTS

Our Impact This Year	4
Message from our Founder	6
Message from our Chairman	7
Message from our CEO	8
Sustainable Development Goals	9
IMPACT	
Our Highlights	11
Our Stories	12
Our Focus on Sustainability	15
INNOVATION	
Continuous Improvement	17
Maximising Talent to Deliver Results	18
Adapting to Community Need	19
INTEGRITY	
Our Long-Term Commitment	21
Governance	22
THANKS	25

OUR IMPACT THIS YEAR

Providing practical support to people in need

8.3 MILLION+

Donations provided since inception

8,354

People received goods or services

\$6.4 MILLION+

Funds spent buying essential goods and services

\$10 MILLION+

Value of donations provided



Building the capacity of our charity partners

402

New organisations registered

4,712

Total organisations registered

ALMOST 2,000

Organisations assisted by GIVIT

Managed donations for

7

natural disasters



Connecting donors to real needs

544,400

Donated goods and services provided to people in need

ALMOST 400,000

Goods offered into the online warehouse

203,000KG+

Diverted from landfill

\$3.6 MILLION+

Donated funds received



SUPPORTING HARDSHIP NATIONALLY

- Domestic and Family Violence
- Homelessness
- First Nations
- Financial Hardship
- Mental Ill-health
- Refugees and Asylum Seekers
- Disability
- Disaster Relief

Message from our FOUNDER

15TH YEAR OF GIVIT

As I look back on 15 years of GIVIT, I'm so proud of everything that we have collectively achieved. On that day back in 2009 when I first had the idea of creating a giving platform, I don't think I could have ever imagined that it would become the most innovative donation platform in Australia.

GIVIT was inspired by my own experience of trying to donate my son's baby clothes. I realised quickly that charities needed very specific goods, but they had no way of letting people know. It was sitting around my kitchen table in 2009 that I came up with the concept of creating a platform where charities could list exactly what they needed for the people they support. Giving people the opportunity to donate exactly what is needed would prevent unwanted donations and reduce the time and resources that charities had previously dedicated to managing this process.

There have been so many milestones throughout the past 15 years, one of the most significant being our first activation by the Queensland Government to manage donations for people impacted by severe floods after Tropical Cyclone Yasi in 2011. Since then, we've worked on numerous natural disasters including the 2019

Townsville Floods, 2020 Black Summer Bushfires, 2022 severe floods in Northern New South Wales as well as support for people impacted by the COVID-19 Pandemic, domestic and family violence, homelessness, mental ill-health and disability.

In 2022, GIVIT reached five million donations, and we've now facilitated the donation of more than eight million essential goods and services to people in need. I'm so grateful to have been surrounded by such a dedicated and generous group of people throughout the growth of GIVIT including the GIVIT Board and of course the amazing GIVIT team, and those who have supported this vision since the beginning.

I resigned as GIVIT CEO in 2019, but I will always be the Founder of GIVIT and it remains close to my heart. As a Director, I now work with an amazing Board and highly skilled leadership team led by CEO Chris Staines, who I deeply admire, to continue our work inspiring people to join our giving movement.



GIVIT founder Juliette Wright OAM at a community event.

**Juliette
Wright OAM**

Message from our CHAIRMAN

2024 marks 15 years of GIVIT responding to needs and empowering community resilience. It's important to recognise this milestone and acknowledge how far we've come, evolving from a simple platform connecting individual donations to local needs, to partnering with most states and territories across Australia to manage donations of essential goods and services for people experiencing hardship. What started out as an idea by GIVIT Founder Juliette Wright around her kitchen table, has now become the most innovative and efficient donation platform in the country.

Since I joined the GIVIT Board in 2019, GIVIT has experienced rapid growth and transformation. GIVIT has become an agile and dynamic platform that has the capacity to rapidly scale up support in times of need, whether during a natural disaster or emergency event or to respond to increasing requests for people experiencing domestic and family violence, homelessness or financial hardship.

In the past twelve months GIVIT has been activated seven times by state governments to manage donations of essential goods for people impacted by disasters. Empowering community resilience has never been so important. The GIVIT model prioritises building the capacity of local partner organisations, by working with communities to identify hardship. This focus on building community resilience outside of disaster events means that organisations already have practical experience working with GIVIT and have the confidence to access us as a source of material support in times of disaster.

In the last financial year, GIVIT reached the milestone of facilitating over eight million donations to people experiencing hardship.

The escalating cost of living and ongoing natural disasters have seen requests for assistance increase steadily on the GIVIT platform meaning people who were previously managing to get by are now facing severe financial hardship. The support we have been able to provide is testament to the hard work and dedication of the GIVIT team. It's extraordinary that a group of approximately 35 people can have such a huge impact on Australians experiencing hardship.

We faced a turning point at GIVIT in March when we farewelled Sarah Tennant after she stepped down as CEO of GIVIT to spend more time with her family. In her ten years with GIVIT, Sarah was instrumental in growing the organisation, taking it from a Queensland-based platform to a national audience. I would like to take this opportunity to personally thank Sarah for her warm and generous leadership style and her commitment to GIVIT throughout her tenure.

In April, we welcomed Chris Staines as the new GIVIT CEO. Chris brings a deep understanding of the not-for-profit and government sectors with over 20 years' experience both in Australia and abroad. He spent ten years with the International Red Cross and Red Crescent Societies (IFRC), including heading operations in the Philippines and the Democratic People's Republic of Korea (North Korea) and in IFRC's Geneva headquarters and Malaysia. Chris led the Australian Red Cross response to the 2004 Boxing Day tsunami and has extensive experience in state government and community-based roles in Australia. This marks a new chapter for GIVIT donors, supporters, charity partners and the team and we appreciate the new perspectives that Chris brings to our organisation.

The GIVIT Board continues to provide strategic advice and leadership from wide-ranging professional experience. This year we farewelled Anthony Ryan and Jonathan Corby from the GIVIT Board and welcomed Wayne Custodio and Geoff Hoffman. We are confident that this breadth of knowledge and experience will help steer our organisation successfully into the future.

As we look towards the next twelve months, we remain focused on our vision to have a positive impact on communities in need, and our 15 years of experience puts us in a strong position to continue to deliver on that vision.



**Iain
MacKenzie**

Message from our CEO

It's my pleasure to write my first message as CEO of GIVIT. I would like to acknowledge the important role that Sarah Tennant played in the growth of GIVIT during her time here. One of Sarah's greatest legacies is the exceptional team I have inherited, I'm privileged to lead such a talented and dedicated group that is focused on generating positive outcomes for people experiencing hardship around Australia.

In my first few months at GIVIT I had the opportunity to see our work in action and was struck by the positive impact it delivers and the difference that we can make. The response to Tropical Cyclone Jasper in Far North Queensland presented the first time that GIVIT was activated to work within a discrete Indigenous community for disaster recovery. Our work in flood devastated Wujal Wujal required a culturally appropriate response to disaster recovery. GIVIT's provision of almost ten thousand individual goods and services has supported the recovery plan and contributed to the community being able to return to Country within six months. GIVIT was also able to deliver post-disaster growth and improved living conditions in Wujal Wujal beyond pre-disaster standards. I had the privilege of visiting Wujal Wujal in June with members of our Queensland Engagement Team and saw first-hand how important our role was in the recovery of this community. Many of our recovery agency partners, and community members themselves, personally thanked me for our support. This is a testament to the great work and dedication of the whole GIVIT team in identifying needs within the community and ensuring that the many generous donations were delivered quickly.

I was also pleased to accompany our New South Wales Engagement Team on a visit to Northern New South Wales in May where I was able to witness our work in the communities that were devastated by floods in 2022. In meeting with local recovery organisations, members of local government and recipients of our support, I was struck by the importance of every donation – every dollar has an impact economically but the psychological benefits are very powerful. Numerous people affected by the floods spoke of how uplifting it was for them to know that a stranger cared enough to donate a grocery voucher or a piece of furniture to a fellow Australian in their time of need. This generosity meant so much to people that are still struggling with this disaster.

I'm extremely proud of the role GIVIT plays in building community resilience. Working with disaster impacted

communities all over Australia, GIVIT respects people's right to determine their own needs, we provide a mechanism that allows communities to request exactly what they need, when they need it. Supporting communities as they exercise a degree of self-determination during their recovery has delivered tangible results in all disasters we have worked on this year.

In the last 12 months GIVIT has also had a strong focus on providing support for people impacted by domestic and family violence, delivering more than 110,000 essential goods and services and providing more than \$1.5M in donated funds.

We're proud to have ensured our First Nations communities, people living with a disability and people experiencing homelessness, mental ill-health or digital exclusion are also supported through our programs.

I'm delighted to report that we have been able to provide almost \$6.5M worth of donated funds for the purchase of essential goods for people in need this year, working with more than 4,700 registered organisations around Australia. We have provided over half a million donations in the past twelve months, including furniture, groceries, whitegoods and even dentures to people experiencing hardship.

We remain grateful to the everyday Australians who support our work by donating money, goods or time to someone who needs it. We thank our National Partners Endeavour Group, Golding, Road Boss Rally, the NRMA, Hanes Brands Australasia and The Star Entertainment Group. We also thank our National Disaster and Emergency Partners NRMA Insurance and RACV. Together we are making a positive difference for people in need.

Finally, I would like to thank the whole GIVIT team for their warm welcome and making my first few months here so memorable. I'm excited by the possibilities that lie ahead for our organisation as we continue to grow our footprint, inspire donors to support individuals and communities in need, and contribute to building a more resilient society.



Chris Staines

SUSTAINABLE DEVELOPMENT GOALS

The United Nations 17 Sustainable Development Goals (SDGs), adopted in 2015 are the blueprint to achieve a better and more sustainable future for all. Through our innovative platform, GIVIT actively contributes to 15 SDGs. GIVIT brings real need to the forefront of donor awareness, facilitating the provision of practical goods and services to people in need. We build the capacity of partner organisations to determine their own needs and enhance community resilience into the future.

GIVIT supports people at a community level impacted by natural disasters and hardship by providing access to the essential goods they need to thrive. Working with our network of partners, we collaborate with government and civil society to build social capital that enhances the quality of life among Australians facing hardship.

We support sustainability by diverting quality goods from landfill and into the hands of people that need them, ensuring our community's most vulnerable have what they need to live inclusively and actively participate in society.





IMPACT

OUR HIGHLIGHTS

PEOPLE ARE STRUGGLING TO AFFORD TO FEED THEIR FAMILIES AND ARE TURNING TO GIVIT FOR SUPPORT



APPROXIMATELY 42% OF ALL GOODS AND SERVICES PROVIDED BY GIVIT WERE GROCERIES

THIS IS A 200% INCREASE ON THE PREVIOUS YEAR*

*AS A PROPORTION OF TOTAL GOODS AND SERVICES PROVIDED

WE PROVIDED OVER 32,000 GOODS AND SERVICES

TO PEOPLE IMPACTED BY FLOODING IN FAR NORTH QUEENSLAND CAUSED BY TROPICAL CYCLONE JASPER

A PARTNER CHARITY REQUESTED GOODS OR SERVICES ON GIVIT



OUR MESSAGING CONNECTED WITH PEOPLE OVER 20 MILLION TIMES



EVERY 13 MINUTES



WE SUPPORTED CHARITIES ACROSS ALMOST HALF OF THE 566 LOCAL GOVERNMENT AREAS AROUND AUSTRALIA

WE PROVIDED OVER \$2.3M WORTH OF GOODS AND SERVICES TO PEOPLE WHO HAVE EXPERIENCED DOMESTIC AND FAMILY VIOLENCE:



MORE THAN 16,000 ESSENTIAL PIECES OF CLOTHING – 230% INCREASE ON FY23



ALMOST 3,000 BABY ITEMS INCLUDING FORMULA AND BASSINETS



240 MOBILE PHONES TO ENSURE PEOPLE CAN CONNECT WITH SERVICES AND LOVED ONES

WUJAL WUJAL FLOOD RECOVERY PROJECT

GIVIT was the Queensland Government official donation channel for people devastated by flooding caused by Tropical Cyclone Jasper in Far North Queensland in December 2023. This disaster presented the first time that GIVIT was required to work within a discrete Indigenous community for disaster recovery. This was a complex situation as residents of Wujal Wujal were evacuated to Cooktown and Cairns as most buildings and infrastructure were inundated by the flood waters. GIVIT was asked to manage donations of essential goods and services for residents as part of the interagency Wujal Wujal Housing Return Working Group.

which included frequent in-person field visits as well as virtual engagement. GIVIT team members ensured they engaged closely with Wujal Wujal Elders as a key element of the community-centred recovery approach that was adopted. GIVIT was acutely aware of the cultural impact of First Nations communities being relocated from Country and applied this awareness to all activities, pushing strongly for rapid action to assist.



GIVIT Acting National Manager Christina Spehr at the Wujal Wujal Council depot shed meeting with rangers from the Jabalbina Yalanji Aboriginal Corporation.

The Wujal Wujal Flood Recovery Project has enhanced the long-term wellbeing of the community with improved living conditions for most families beyond pre-disaster standards. For example, everyone in this community now has a new mattress and bed frame and access to essential goods such as a washing machine, fridge and basic kitchen goods. Thanks to the generosity of our National Partner Endeavour Group, GIVIT was also instrumental in the establishment of a community laundry in Wujal Wujal, supplying two commercial washing machines and two commercial dryers.

This project demonstrated GIVIT's ability to pivot quickly to meet real need and address pre-existing vulnerabilities in communities, supporting their efforts to build resilience.

“GIVIT gave me back some belief that Australia was generous. It gave me the belief that there is humanity out there.” - Audrey and Iris from Cape York Partnership speaking about GIVIT's Wujal Wujal Recovery



GIVIT Acting National Manager Christina Spehr with damaged whitegoods in Wujal Wujal. GIVIT provided new whitegoods for many Wujal Wujal residents.

GIVIT worked closely with the Wujal Wujal Aboriginal Shire Council and charity partners Cape York Partnership, Jabalbina Yalanji Aboriginal Corporation, Gungarde Community Aboriginal Corporation, Cooktown District Community Centre and two Queensland Government Agencies to support the community while they were displaced and to re-furnish 96 social houses in this community. This included the provision of 'welcome home packs' for residents with bed linen and kitchen essentials. GIVIT's provision of approximately 8,870 individual goods and services has supported the recovery plan and contributed to the community being able to return to Country within six months. This was an unprecedented recovery time frame for a community so severely impacted by a natural disaster.

Our project was designed to assist Wujal Wujal residents in their return to Country as soon as possible, as well as address economic hardship that existed within the community before the disaster occurred.

Recognising the importance of relationships and the specific complexities posed by working in an isolated community with distinct traditions, customs and practices, GIVIT adopted a hybrid engagement model

A NEW LIFE FOR PRELOVED OFFICE FURNITURE

In early 2023, GIVIT charity partner Fearless Women approached GIVIT's ACT Territory Manager Jodi Shepherd with exciting news. After four years of carrying out their support services virtually, their organisation was on the verge of moving into their very first office.

Facing financial constraints, Fearless Women turned to GIVIT to source free office furniture, enabling them to allocate their precious funds and resources towards the women and girls they support.

Recognising GIVIT as a sustainable alternative, Fearless Women requested GIVIT's assistance in furnishing their new office with high-quality preloved goods. Among the many treasures listed on GIVIT's online warehouse were almost brand-new furniture goods donated from two offices that were closing down. Fearless Women furnished their new office with over \$15,000 worth of furniture which the donor generously delivered directly into their new office. This included desks, chairs, a leather couch, glass dining table with matching chairs and sideboard and more.

Fearless Women's CEO, Glenda Stevens said the experience was extremely straight forward. "The generosity of people has been amazing," said Glenda. "The furniture was in impeccable condition, enabling us to create a professional and inviting space which is crucial for building trust and providing a sense of security to the women we support."

GIVIT ACT Territory Manager Jodi Shepherd said she was delighted to attend the office launch to see the goods GIVIT had provided via our online warehouse.

"The items were as new, modern and of brilliant quality," said Jodi. "All items were destined for landfill if GIVIT hadn't found their new home!"



GIVIT ACT Territory Manager Jodi Shepherd with Fearless Women Board Member Gai Brodtmann at the opening function for Fearless Women's office.

In partnership with ACT Government NoWaste, GIVIT is committed to supporting a circular economy by diverting quality goods from landfill and into the hands of people that need them.

This year, GIVIT re-homed almost 200,000 quality goods nationally that were donated through our online warehouse including household furniture, whitegoods and baby essentials.



Pre-loved furniture donations provided through GIVIT fit out the Fearless Women office.



Fearless Women received near-new furniture through GIVIT's online warehouse worth over \$15,000.

PRACTICAL SUPPORT TO A FAMILY IN REAL NEED

In June, GIVIT received a request from a partner charity for the donation of an epilepsy sleep monitor for a family dealing with financial hardship. This family included a child living with a disability who had approximately 17 seizures throughout the night, requiring the parents to take turns staying awake each night to monitor their child as they slept. They were advised to purchase an epilepsy sleep monitor that would alert them to seizures, but as it is not covered by the National Disability Insurance Scheme at a cost of almost \$3,000, they were not able to afford it.

The GIVIT team shared their story across our social media channels, receiving an outpouring of support and goodwill. The request was funded quickly by generous GIVIT supporters, an additional \$400 in funding was received and used to purchase groceries for other families at the same school experiencing financial hardship.

This life-changing donation not only gave this family peace of mind during the night, but it also picked up a previously unknown heart condition in their child which is now being treated.

The charity working with this family was overwhelmed by the support from GIVIT:

“I just wanted to let you know that we received the seizure monitor today. Both parent and child are very happy. I would like to send a huge thank you to all the staff at GIVIT and to everyone who so generously donated to our request for a seizure monitor. You have made a wonderful difference to the life of this child and their family.”

NATIONAL PARTNERS STEPPING UP TO HELP

When severe storms swept through Southeast Queensland on Christmas Day 2023, thousands of people were left without power and isolated due to damaged roads, many for several weeks. Subsequent storm cells brought more rain which compounded damage and held up relief and recovery efforts.

Many members of this community were forced to run generators to access power for several weeks which added to their distress and resulted in financial hardship for many people.

GIVIT was grateful for support from our National Partner Endeavour Group who quickly stepped in to offer assistance. Thanks to funds raised by the Endeavour team and customers, GIVIT was able to provide almost \$10,000 worth of fuel vouchers to ease the pressure on this community and keep the lights on.

“We are proud to stand with our communities in times of need. It’s inspiring to see the generosity of our team and customers making a real difference.” - Agnieszka Pfeiffer-Smith, Managing Director, Dan Murphy’s

“The fuel vouchers you have been able to provide to date have been greatly appreciated by the community and have made a real difference to the people we have been able to help.” - Louise Hayes, UnitingCare, whose storm-impacted clients received fuel vouchers to run generators while their power was out

OUR FOCUS ON SUSTAINABILITY

Sustainability is at the core of our operations. GIVIT was established as a means of repurposing quality goods by donating them to people who need them. This critical step within the circular economy has provided everyday people with the opportunity to pass on goods they no longer need to those that do.

We integrate a philosophy of sustainability into all organisational activities and promote best environmental practice in our day-to-day operations. In the past twelve months GIVIT has diverted almost 200,000 quality goods from landfill through our online warehouse, including furniture, white goods and linen.

GIVIT also works with corporate and retail partners to donate their slow moving or obsolete stock to people in need. In the last financial year, we re-homed more than 42,000 items of clothing and bedding from Hanes Brands Australasia including Bonds clothing, Sheridan sheets and Berlei bras.

“I would like to extend my heartfelt thanks to Hanes for their generous donation of 500 bras in various sizes to our hospitals. This contribution is incredibly valuable and will make a significant difference in the lives of our inpatients.”

Your support is instrumental in helping our amazing hospital volunteers provide essential items to those in need, enhancing their comfort and dignity during their stay, and for when they are discharged from hospital. Once again, thank you for your generosity and for making a positive impact on our patients’ lives. I look forward to the possibility of working together in the future to continue serving our community.”



Tiffany Britton from Fiona Stanley Hospital with a Hanes bras donation. These bras were distributed to vulnerable hospital patients.

Fiona Stanley Hospital - Murdoch, Western Australia

In early 2024, GIVIT and 100% Indigenous owned and operated social enterprise Project Net Zero partnered to develop a resource recovery program that allows companies, hotels, property developers, universities, asset managers and office managers to sustainably rehome furniture, whitegoods and electronics to help individuals and communities in need.

This partnership is already achieving impressive results including the recovery of 8,500 items from the former



GIVIT Acting National Manager Christina Spehr with Project Net Zero CEO Aron Kurzydlo.

Western Sydney University Milperra campus. This collaboration prevented large amounts of bulky furniture and whitegoods from filling landfill sites, instead distributing them to community organisations across New South Wales.

“As a 100% Indigenous owned social enterprise, our commitment to genuine social impact in communities resonates with like-minded organisations dedicated to making a difference. Kudos to GIVIT for their outstanding leadership in initiatives that truly matter.”

Aron Kurzydlo, CEO, Project Net Zero



INNOVATION

GIVIT with the team from Social Futures in Lismore discussing how to best continue supporting locals impacted by the devastating flooding in 2022.

CONTINUOUS IMPROVEMENT

GIVIT is committed to consistently evaluating our programs and processes to ensure we continue to have an impact on the communities we support.

The GIVIT platform offers powerful reporting capabilities allowing us to provide detailed, location-specific data on requests, charity partners, donated goods, donated funds and even waste diverted from landfill. This invaluable data means that we can monitor the impact of our programs in real time and adjust our approach where necessary. It also brings transparency and insight to our stakeholders, including all levels of government, corporate and media partners as well as charity partners.

GIVIT delivered the first phase of platform enhancements to improve the way we coordinate donations of bulk items. We now have the capability to rehome bulk items at scale, particularly slow moving and obsolete stock donated from our retail partners. This project is already delivering positive outcomes by reducing the amount of quality, usable stock in landfill and making it available to charities and community groups for people experiencing hardship.

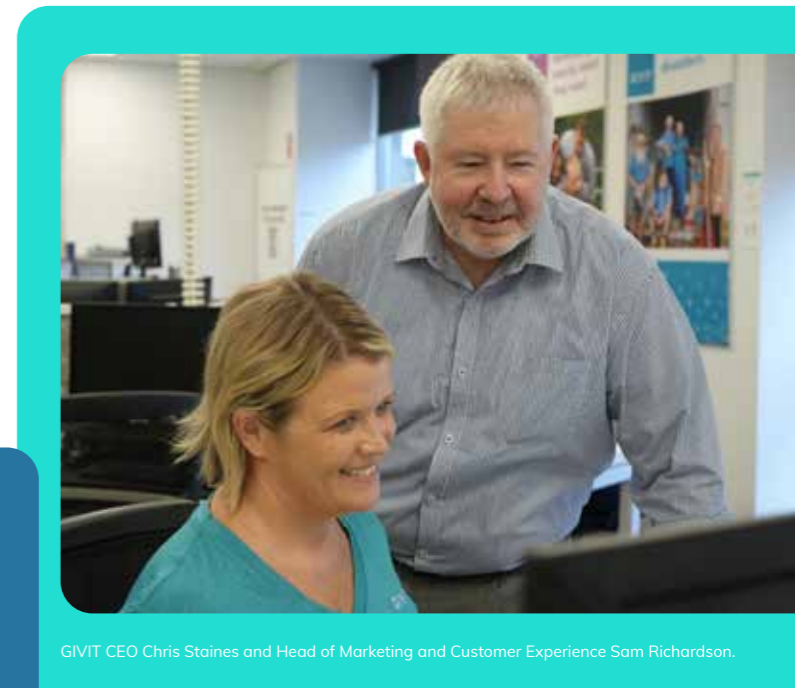
We also upgraded our payment gateway to ensure we are compliant with the Payment Card Industry Data Security Standard (PCI DSS). Additional functionality was implemented to ensure our site remains active during periods of high traffic, including during disasters. These improvements maintain GIVIT's commitment to being a reliable and safe donation management system as well as enhancing the security and stability of our platform to provide a better user experience for both donors and partners.

Looking forward, GIVIT is constantly seeking new opportunities to enhance our performance and processes

as part of our continuous improvement approach. We are already in the process of a major upgrade to our website, making giving even easier for donors, corporate and charity partners. These changes will include design and system upgrades that will simplify and streamline making and filling requests for support and allow GIVIT to have an even greater impact on people doing it tough.

Automation will form a large part of our improvement strategy over the next twelve months, with programs scheduled to automate our purchasing capabilities, allowing us to rapidly scale up support in a disaster. Similarly, we are looking to simplify the registration processes of our charity partners, moving from a manual to an automated system. These improvements will ensure we can get support to people experiencing hardship much faster.

We are also undertaking a review to address inefficiencies and improve both user-experience and the quality of donations offered through GIVIT. Likewise, we will be providing our financial donors with more flexibility by including ApplePay and GooglePay into our capabilities.



GIVIT CEO Chris Staines and Head of Marketing and Customer Experience Sam Richardson.

GIVIT undertook a number of projects to streamline processes and increase efficiency in the past twelve months. These projects will allow us to build capacity and better respond to community needs.

In October 2023, GIVIT was awarded an Outstanding Achievement Award in the prestigious Australian Charity Awards for our Community Resilience Program. This award recognised the value of our platform in informing and facilitating community-led disaster recovery. It also demonstrates the exceptional productivity of the GIVIT team, and their ability to deliver positive outcomes for communities in need.

MAXIMISING TALENT TO DELIVER RESULTS

As a small organisation delivering big results, GIVIT applies a lean and agile business model. We ensure our organisation is structured in a way that allows us to scale up quickly in times of disasters and deliver donations rapidly to people in need. GIVIT has team members based in most states and territories around Australia, with head office in Brisbane and staff in New South Wales, Victoria, ACT and Western Australia.

As our services and footprint has expanded in the past twelve months, we have restructured our teams to ensure we remain nimble and well-positioned to service all our stakeholders efficiently.

Over the past year, the GIVIT Marketing Team has expanded to include a Customer Experience function Team. This team is responsible for managing the development and maintenance of our platform to ensure GIVIT remains a digital disrupter in donation management. The team now drives customer experience, design, process improvement and digital innovation with

the aim of making our website even easier to use for both donors and charity partners.

Similarly, the management of corporate partnerships has moved into the newly formed Fundraising Team. This team manages GIVIT's corporate partnerships, including our National Partners Endeavour Group, Golding, Road Boss Rally, The NRMA, Hanes Brands Australasia and The Star Entertainment Group, as well as our National Disaster and Emergency Partners NRMA Insurance and RACV.

The Fundraising Team seeks out and collaborates with a wide range of individuals, workplaces and passionate supporters who wish to contribute to GIVIT's impact in the community through hosting or participating in fundraising events, donating funds, goods or services.



The dedicated GIVIT team reflecting and celebrating a year of incredible impact at our annual conference.

GIVIT will continue to evolve the structure of our organisation to ensure we maximise the talent and skills within our teams and remain agile and nimble as we strive to deliver the best possible outcomes for the people we support.

ADAPTING TO COMMUNITY NEED

GIVIT has a proven track record in responding to emergent needs and empowering community resilience. Over the past twelve months we have responded to the needs of seven communities around Australia who were impacted by floods, severe storms or bushfires. This includes catastrophic flooding in Far North Queensland in December 2023 following Tropical Cyclone Jasper, as well as severe flooding in parts of Victoria in January 2024. We have also assisted people impacted by bushfires and severe storms in parts of Queensland, New South Wales and Victoria in the past year. We continue to work with communities still recovering from severe flooding in the Kimberley region of Western Australia in early 2023 and in Northern New South Wales and in Southeast Queensland in 2022.

The response to each of these disasters requires a different approach and GIVIT is committed to remaining agile and adapting our ways of working to ensure we meet the unique needs of each community. GIVIT builds resilience by working with local, front-line charity partners to provide exactly, and only, what they need for impacted individuals. This enhances the capability of local organisations to request and receive support for immediate and short-term needs, as well as for long-term community projects and recovery operations in preparation for future disasters or increasing hardship. Our approach supports local communities to set and address their own resilience and recovery priorities - building capacity, cohesion and social capital.



GIVIT CEO Chris Staines and Acting National Engagement Manager Christina Spehr in Far North QLD as part of ongoing recovery from flooding caused by Tropical Cyclone Jasper.

We recognise that supporting disaster impacted communities or those affected by sudden escalations in hardship requires programs that can be rapidly adapted or scaled up when needed. During an emergency event, GIVIT can rapidly scale up support through both our existing network of local organisations and by registering new organisations. Our existing partners know and trust GIVIT and have the confidence to access us as a source of material support in an emergency.

In May 2024, GIVIT was invited to submit recommendations to the Queensland Office of the Inspector-General of Emergency Management regarding the 2023 – 2024 Severe Weather Season. This information informed a Review into the 2023-24 Severe Weather Season and was designed to ensure recovery agencies response to disaster impacted communities continues to improve in speed and efficiency resulting in better outcomes.



GIVIT team members Jaydon Munn, Sally Perry, Chris Staines and Kirsty Bender with Elly Bird and Celine Massa from Resilient Lismore. GIVIT's partnership with Resilient Lismore has been crucial in helping flood-impacted locals get back on their feet.

GIVIT has seen a significant increase in requests for people experiencing domestic and family violence in the past twelve months. Our campaign in May this year generated more than double the amount of donated funds compared with last year and saw an increase in donated goods and a surge in registrations of organisations that we work with in this area. This campaign successfully capitalised on the public narrative and media attention this cause was attracting, generating unprecedented support.



Kim Giese from Cooktown District Community Centre with flood impacted students from Bloomfield River State School evacuated to Cooktown. GIVIT provided laptops to help these displaced students with their disrupted schooling.



OUR LONG-TERM COMMITMENT

One of GIVIT's greatest strengths is our commitment to working with communities throughout their recovery from an emergency event or disaster. Long after the media news cycle has moved on and public sympathy and support has dwindled, GIVIT continues to assess needs to ensure individuals have the necessities that they need to move forward with their lives.

The 2019/2020 Black Summer Bushfires represented one of the most significant natural disasters in Australia's history. More than four years later, GIVIT continues to work with impacted communities who remain displaced by this disaster. In the past twelve months, GIVIT has purchased furniture and whitegoods for families in East Gippsland who are finally returning to rebuilt homes. We are also working with charity partners in the ACT and New South Wales to continue meeting the needs of disaster impacted communities in these regions. Similarly, GIVIT is still active in Northern New South Wales following floods in 2022 and the Kimberley region of Western Australia following flooding in early 2023, with many people in these communities still displaced and living in temporary accommodation.



GIVIT meeting with the team from Social Futures in Lismore to discuss flood recovery.



GIVIT volunteer Paul Thiess delivering much-needed donations of toiletries to Kim Chalmers from Mind Australia.



GIVIT ACT Territory Manager Jodi Shepherd meeting with Robyn Martin, CEO of crisis accommodation service Beryl Women Inc, Australia's longest running women's refuge.



Megan Neshoda and Marcel Sithole from Marra Worra Worra and Marninwarntikura Womens Resource Centre with mobile phone donations from GIVIT. Many of these phones were distributed to flood-impacted residents of the Kimberley.

We continue to provide donations to the communities of Fitzroy Crossing and Derby as they move residents back into homes more than 18 months after the flooding event. Earlier this year for example, GIVIT donated gardening equipment including a whipper snipper, sprinklers and tools for a street in Fitzroy Crossing that saw the return of residents to rebuilt homes. These donations were requested by a partner charity to help reestablish edible gardens and create a renewed sense of community and stability for these residents.

INTEGRITY

Christina Spehr meeting with Wujal Wujal Elder Kathleen Walker during an emotional Community Healing Ceremony to welcome flood-impacted residents back to Country.

GOVERNANCE

THE GIVIT BOARD



IAIN MACKENZIE

Through my background in the emergency management sector, it was clear that there was a need for better donation management, particularly during disasters. Matching the generosity of everyday Australians with those in need was a challenge the sector had struggled to deal with. GIVIT offers a solution and it continues to revolutionise donation management around the country. I am so proud of the impact that GIVIT has on people experiencing hardship and this drives my continued involvement.



JULIETTE WRIGHT OAM

GIVIT is my heart and soul. It is proof that, even when others said it couldn't be done, a mix of technology, generosity and storytelling can give essential support for so many in urgent need. GIVIT is a platform that connects the immense generosity of Australians to those in genuine need, and that gives me endless hope for a brighter future.



CARITA MARTINEZ

GIVIT is an organisation embodying kindness and generosity, powered by a healthy dose of practical and technological smarts. I have a mixed emotional response to GIVIT – it evokes sadness due to the struggles endured by so many in our community but also feelings of hope, pride and satisfaction that come from GIVIT enabling a way to help.



WAYNE CUSTODIO

Although GIVIT is a bridge between people who have and people who need, it is so much more. It is a culture of care and a generous way of giving supported by passionate people who make the world that little bit more special.



MEGAN MAGILL

GIVIT means real outcomes delivered through compassion in action. It is a team of talented, dedicated, and caring individuals working together to make a meaningful impact where it's needed most.



ALEX GOSMAN

I give my time to GIVIT because it is such a wonderful cause and as a volunteer you get so much more back than you put in.



GEOFF HOFFMAN

I give my time to GIVIT because its ongoing success is tremendously important to so many communities and individuals that it helps to support. GIVIT is a brilliant idea that has grown into a highly effective and essential organisation – connecting the generosity and goodwill of so many people to those who need it. I am honoured to be able to work with GIVIT and its dedicated and accomplished team.



JAMES WHITELAW

I'm pleased to play a role in the important work that GIVIT is doing for people in hardship around the country. I look forward to continuing to support the GIVIT team as they focus on delivering positive impacts on the lives of people in need.

THE GIVIT TEAM

In FY24 GIVIT achieved big results with a small team of 35 people.

In October we bid farewell to our Head of Platform Nikki Howson, who joined GIVIT as a volunteer in 2015 before becoming a member of the GIVIT Executive Team. Another member of the Executive Team, National Manager Jo Beadle, left us in November. We also said goodbye to Denim Rose (NSW Engagement Manager), Breanna Thompson (Senior Engagement Officer), Angela Johns (Purchasing Officer), Angie King (Office Coordinator) and Jessy Bruce (Graphic Designer/Marketing Assistant).

This year we welcomed Sally Perry to the role of NSW Engagement Manager, Mel Peverill as Victorian Engagement Officer, Adam Bell as Office Coordinator, Susan Tran as Purchasing Officer, Max Visser as Queensland Engagement Officer and Caitlyn Arthurs as Product Manager.



The GIVIT team at our annual conference.

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 attending sub-committee meetings and kindly providing additional pro-bono support relative to their area of expertise.

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.
- Information and Communications Technology Committee (ICT), which provides oversight, guidance, and direction on GIVIT's ICT infrastructure, digital capabilities, policies and strategies. The ICT 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 and the achievement of long-term sustainability. The Revenue Committee has four members and meets four times a year.

THANKS

GIVIT is grateful for the support of our National Partners: Endeavour Group, Golding, Road Boss Rally, The NRMA, Hanes Brands Australasia and The Star Entertainment Group. We also thank our National Disaster and Emergency Partners NRMA Insurance and RACV.

We're proud to work collaboratively with our corporate partners to support people experiencing hardship around the country. We're grateful for their commitment to giving back to their communities and appreciate the financial, networking and brand awareness support that we receive.

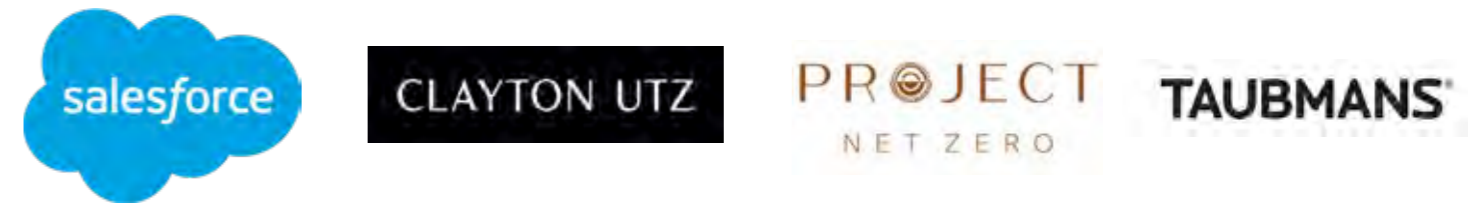
NATIONAL PARTNERS:



NATIONAL DISASTER AND EMERGENCY PARTNERS:



CORPORATE SUPPORTERS:



GOVERNMENT PARTNERS:





HOW TO HELP

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

GIVIT

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

Visit GIVIT.org.au to find out how you can get involved



@givit



@givit_au



@givit.org.au