



ANNUAL REPORT

2023 - 2024

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STATEMENT FROM REV. BILL CREWS

This time has been one of constant growth and change.

Since the beginning of the pandemic, and through to the current financial crisis, our work has increased exponentially. In some cases it has quadrupled and other cases even further than that.

All of this has happened, because we decided not to close our doors but remain open.

Our international work has expanded greatly, that we are now in 9 countries, helping 10,000 people.

We now serve almost half a million meals a year and are in 13 locations. Our SHW programs have developed in quality and sophistication and the work done by our medical team is outstanding. Our Play Therapy and Pastoral work with the most disadvantaged children has brought new hope to young lives.

Our mission is the person in front of us, which leads us off in many different directions and we pride ourselves on meeting people rather than processing them.

This caring for the individual, creates a relationship which is truly inspiring.

Today, I am constantly approached on the street by people thanking me for the help they have been given. That shows me how effective this service is.

I am truly proud of all that we have created and are in the process and are in the process of creating.

I regard everybody involved in this as saints.

God Bless, Bill

CLIENT SERVICES

The Rev. Bill Crews Foundation and the Social Health and Wellbeing Clinic have experienced a dynamic and rewarding financial year, marked by significant achievements and advancements.

Accreditation Milestone

We began the year with the fantastic news of our accreditation approval with the Quality Improvement Council (QIC). The QIC Standards guide health and community organisations in continuous quality improvement by adopting a comprehensive approach to assessment. These standards emphasize community engagement, diversity and cultural appropriateness, management systems, governance, and service delivery. Accreditation against the QIC Standards highlights our organisation's strengths while identifying areas for improvement and prioritizing them.

Team Expansion and New Roles

The beginning of the year also saw the return of Helen and Paul to our team after their individual time away. Their return brought our intake assessment team and complex case team to full strength, enabling us to meet the growing needs of our vulnerable clients. In addition, we secured \$2.4 million in additional funding to establish a new Alcohol and Other Drugs (AOD) hub in partnership with NSW Health for the next three years. This funding is crucial for addressing some of the more challenging issues within our community and supporting our most vulnerable and complex clients. The establishment of our AOD hub represents a significant step forward.

AOD Hub Activities

This quarter, we celebrated the successful launch of our AOD hub. Our dedicated AOD clinicians have been actively engaging with long-term clients from the Bill Crews Foundation, leveraging new AOD brokerage and funding to provide crucial support. Our AOD team has been instrumental in referring clients to detox, stabilization, and rehab centres, as well as securing long-term accommodation during their AOD reduction process. Additionally, we facilitated at-home detoxes for clients waitlisted for rehab centres and unable to access short-term accommodation. These initiatives have been vital in breaking the

the cycle of addiction, offering a safe environment for clients to detox and stabilize their usage.

Neuropsych Assessment and Advanced Neuropsychological Treatment (ANTS)

The end of the third quarter we embarked on an exciting partnership with ANTS, specialists in neuropsychological assessments for complex clients. This collaboration offers a profound opportunity to understand our clients' intricate issues, thought processes, and decision-making patterns. The detailed reports generated from these assessments enable us to formalize treatment plans and implement measures to enhance clients' everyday lives and overall quality of life. Moreover, the evidence gathered supports NDIS packages and DSP applications, proving life-changing for many clients in both the short and long term.

The Rev. Bill Crews Foundation has managed to offset the cost of these Neuropsych assessments through our AOD brokerage, making them accessible to our clients. ANTS has previously collaborated with the Haymarket Foundation and similar organisations, and we are delighted to have them onboard to support our clients in achieving a more sustainable and fulfilling life. It is noteworthy that the cost of a Neuropsych assessment is typically beyond what our clients can afford, and without our support, they would not have access to this level of assessment.

CLIENT SUCCESS STORIES

Francis* visited our health clinic to see the GP and disclosed his struggles with AOD (Alcohol and Other Drugs) usage, expressing a desire to seek support. Our GP promptly referred Francis to our new AOD hub, which diligently worked to get him into a rehab program. However, being a non-Australian citizen, Francis faced barriers in accessing rehab support and government funding for daily living costs. The Bill Crews Foundation (BCF) stepped in to cover the cost of his three-month rehab program. Additionally, with the support of Settlement Services International (SSI), we were able to secure long-term financial assistance for Francis upon his discharge from rehab. This support is helping him work towards his long-term goal of achieving a stable life within Australia.

CLIENT SUCCESS STORIES

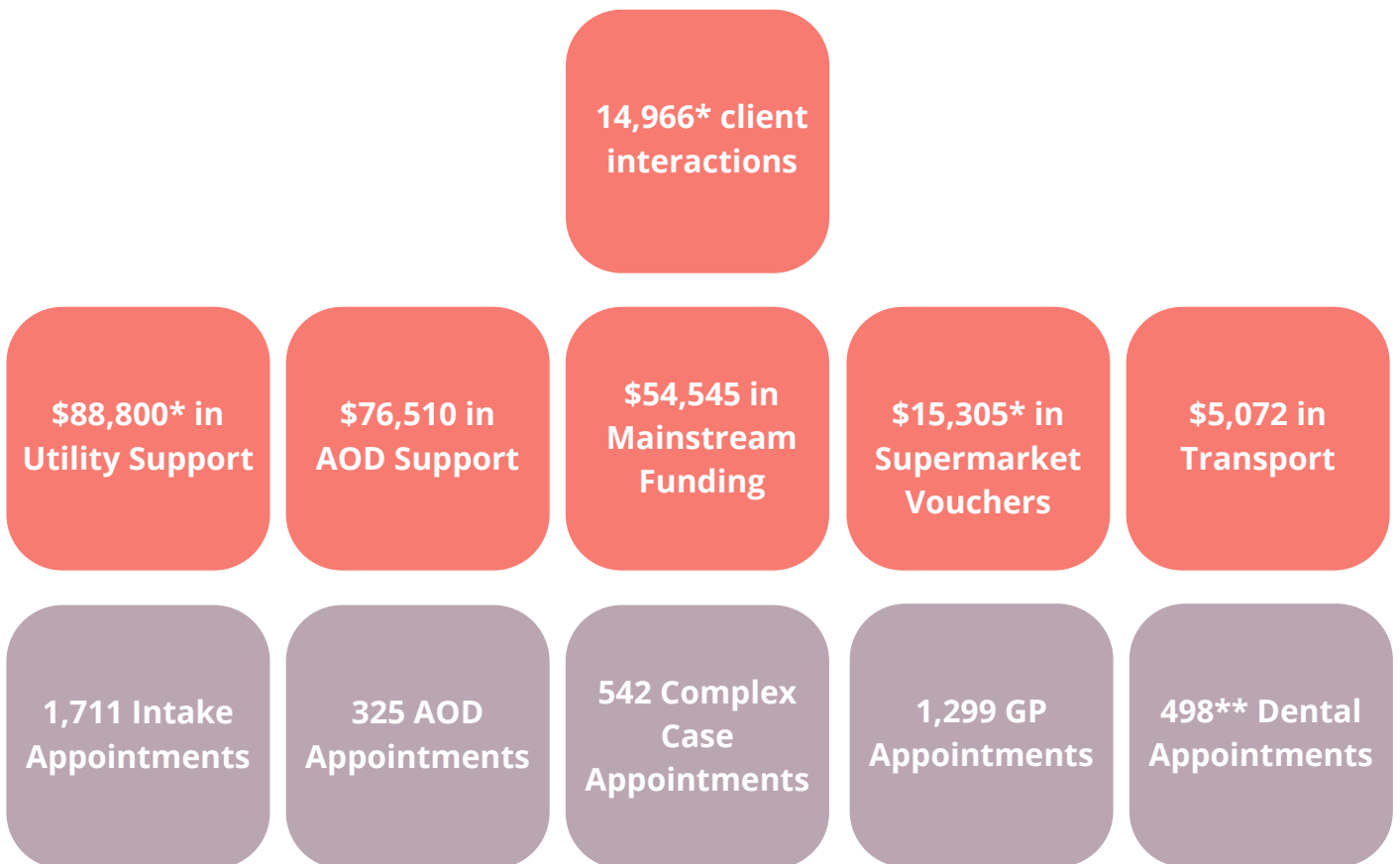
Louise* had been connected with our complex case team for an extended period. She was rough sleeping and, due to a breakdown in her relationship, was unable to access her local Housing office for temporary accommodation. Louise struggled with AOD (Alcohol and Other Drugs) use and was extremely vulnerable. Through collaborative discussions with our AOD team and the dedicated support of our complex case team, we facilitated her transition into a rehab centre and provided continued support during this critical period. Louise has now been in rehab for four months and is actively engaging with the rehab team. Our complex case team is working closely with the DCJ Department of Housing to secure stable accommodation for her upon completing the rehab program, ensuring she has a supportive environment to continue her recovery journey.

Deirdre*, a current victim of domestic violence with two children, presented to our services seeking help. She was experiencing physical, emotional, and financial abuse. After meeting with our intake team, she was referred to our complex case team for support. Our staff formulated a safety plan and a plan to escape her current situation when the time was right. Utilizing our brokerage, we provided her with a new phone, suitcases, and emergency supplies for her and her children. Our staff also helped her update her Centrelink details with a new bank account not linked to her ex-partner. Thanks to our on-site Centrelink worker, she was informed about her options and support systems within Centrelink. Collaborating with St George Community Housing, our staff facilitated her escape and arranged emergency short-term accommodation while she awaited support from DCJ Housing. Deirdre soon received a property offer. Our workers, using our new clinic cars, helped her move into the new property. We provided funding to furnish her new home with furniture and white goods, and additional security measures to ensure she felt safe. Our staff continue to support her in establishing a long-term plan for work, childcare, and other needs, including internal support and external referrals to other organisations.

STAFF COMMENTS

"I am proud to be a part of The Rev. Bill Crews Foundation, where every day presents an opportunity to make a meaningful impact in the lives of those in vulnerable situations. Our collaborative efforts and dedication to holistic support truly embody the spirit of compassion and community welfare." - Paul

"As an intake caseworker, my days are filled with a mix of emotions, challenges, and rewards. Each day I have the opportunity to make a positive impact on the lives of those in our community. While the emotional toll of my work can be significant, there are moments of celebration and success, but there are also moments of frustration and heartbreak. The resilience of our clients is a powerful reminder of the impact we can have, it's these moments of hope and progress that make it all worthwhile." - Dearbhla



*Please note, discrepancies between our annual and quarterly numbers primarily stem from two factors: incomplete finalization of applications and errors in recording data.

**Dental is down due to staff being away for long periods during the financial year.

MEDICAL

Bill Crews Dental Clinic

The SHW clinic is now successfully operating 5 days a week and at extended trading hours. This has increased the number of patients they are seeing for dental appointments. We farewelled Dr Chin earlier this year and have welcomed a new dentist, Dr Menon. Dr Menon brings with her a wealth of knowledge from her time working as a dentist overseas and in private practice here in Sydney. Once again I would like to acknowledge Teachers Health for the generous donation this financial year.

Partnership with Macquarie Uni Chiropractic Team

We welcome back Macquarie Uni Chiropractic students for another year. The students have been treating guests every Thursday and are looking to add another treatment day. So far they have seen 677 patients for the financial year.

GP Services

The clinic GP's and Nurse have seen and medically assisted 1,299 guests this financial year. We welcome a new GP and nurse, Dr Jacob Fenton and Alexandra Seville (pictured). Dr Fenton brings a wealth of knowledge from his time working in local private clinics, and RN Alexandra brings her wealth of knowledge and



skills from working at Westmead Children's Hospital PICU ward. This financial year we are also prepping to renew of AGPAL accreditation.

Partnership with Western Sydney University

The SHW Clinic once again has continued there partnership with Western Sydney University Podiatry students. The students have seen 104 guests this year. We look forward to our continued partnership with them throughout the year.

COMMUNITY ENGAGEMENT

In 2023 – 2024, the Guest Services/Community Engagement (GSCE) team has sought to support some of the most vulnerable guests in our community. By gradually building rapport with guests over time, staff have developed trust and recognition in the itinerant BCF community, becoming the first stop for any guests who present on-site. The GSCE team now consists of two full time workers and three casual workers ensuring BCF can remain open seven days a week.

The GSCE team has established strong referral pathways to external agencies such as Newtown Neighbourhood Centre, and Wesley Mission, the local Specialist Homelessness Service in the Ashfield area. By referring outwards for case work, the GSCE team is able to find assistance for vulnerable rough sleepers who are otherwise forced to navigate the complex social housing process by themselves. This referral procedure also seeks to reduce the workload and waiting times on the client services team.

Along with their day-to-day guest duties, the GSCE team has sought to engage the BCF community with regular activities and groups. We now have a range 12-step groups including Crystal Meth Anonymous and Adult Children of Alcoholics which are facilitated independent of the organisation. These groups are open to all members of our community and offer an initial point of contact for anyone seeking to reduce their substance use. Through our AOD Peer Worker and relationship with WayAhead, we are now able to run three SMART Recovery groups. Attendees to SMART can also sign up for the Work Development Order Program encouraging regular attendance and sharing.

These groups allow our guests to socialize and receive support in a safe environment and introduces them to further types of assistance we can offer at BCF.

Relationships with other services have also grown and strengthened over the last year. The Services Australia pilot program has been confirmed as a permanent addition to our site. CPSO Ruth Ta'ala sees around 70 individuals a week, assisting them with complex needs such as claiming the Family Tax benefit and other more basic enquiries.

The Homes NSW Homelessness Outreach Support Team has begun offering a fortnightly pop-up and Services NSW continues to visit once a month. These pop-up services streamline many bureaucratic processes for our guests, ensuring they don't have to wait hours in service centres waiting to be seen.

GOOD NEWS STORIES

Gary* – Gary presented on-site for the first time with a friend who had previously accessed our service. Gary is 71 years old and has undiagnosed cognitive impairment which has made navigating services difficult. Gary had been rough sleeping for around 5 months and had managed to find a room in a boarding house where he could stay indefinitely. Although Gary had enough money to begin paying rent at the boarding house, he had no form of regular income and was living off his rapidly depleting superannuation. GSCE staff contacted Gary's boarding house and paid one week's rent, then ordered a NSW Birth Certificate for Gary so he could prove his identity and begin to access support from government departments. GSCE then linked Gary with Services Australia worker, Ruth Ta'ala, who, with the guarantee of a Birth Certificate arriving in the future could assist him in claiming the Age Pension. With a support letter from GSCE staff, Ruth was able to expedite Gary's claim and he began receiving payments from Centrelink less than two weeks later. As of July 2024, GSCE staff have referred Gary for an Aged Care Assessment which will be completed in the coming months and he is safely living in his boarding house room where he regularly pays his rent using his Age Pension income.

Stephanie* - A First Nations woman in her early 40s with a history of homelessness.

In early 2024, Stephanie had been attending BCF for several months and had not requested support from staff beyond her basic needs. In January 2024, staff began to actively engage with Stephanie, offering conversation, advice on her enquiries, and generally checking in. After around 2 months, GSCE staff were able to discuss

Stephanie’s situation with her in more depth and began to investigate pathways for support. GSCE staff referred Stephanie for AOD support and medical care through the BCF medical clinic. Our GP, Dr. Nada then referred Stephanie for a neuropsychological assessment. GSCE staff liaised with Anglicare to collaboratively pay off Stephanie’s debt to Homes NSW which allowed her to once again be placed on the NSW Housing Register. Stephanie was referred to Newtown Neighbourhood Centre for Case Work with the Boarding House Outreach service who found Stephanie suitable accommodation at a shared accommodation facility. Our AOD clinician and GSCE staff then completed Stephanie’s Disability Support Pension claim which utilized her neuropsychological report as evidence. As of July 2024, Stephanie has accepted an offer of social housing in Bankstown. She will continue to be case managed by Newtown Neighbourhood Centre and her pension claim is in its final stages of assessment meaning she will likely begin to receive a pension in the next few weeks.

STATISTICS



*approximate numbers

EDUCATION

In the last Financial Year, we have transitioned from our previous literacy intervention program, 'Everyone Can Read' to our new literacy program, 'All About Reading'. Our program targets students at least 12 months behind their cohort in reading age, teaching them in groups of up to 6. In FY24, we have implemented our programs across 9 schools, supporting almost 250 students.

NSW LITERACY TEAM

Over the last year we have concluded our program in the following schools: Chullora Public School, La Perouse Public School, Denistone East Public School and Bexley North Public School. We have continued to provide our Literacy program in Ashfield Public School, Bexley Public School, Toongabbie East Public School and Marrickville West Public School. Alongside this, we have expanded our offer to include Lethbridge Park Public School in Mount Druitt. These five schools will continue into the new Semester, beginning on the 23rd of July 2024 and we intend on expanding the number of schools in our program next year.

We continue to embed and improve our methods of assessing the progress of the students, and to this end, the introduction of the DIBELS (Dynamic Indicators of Basic Early Literacy) reading assessment has proven invaluable in tracking the decoding and reading fluency of our students. We continue to use the SPAT Test (Sutherland Phonological Awareness Test) to monitor the development of students' finer reading skills alongside the SA Spelling test to track improvements in spelling skills. Using several assessment tools allows us to track the students' progress more accurately and helps us to provide more reliable feedback to our students, their parents and carers, and their school. These assessments also inform our reviews of our program and instruction.

The FY24 year saw our students produce excellent results by improving their reading accuracy, fluency, spelling and vocabulary; often demonstrating great progress in just 18 weeks of instruction. Our target is to add to the quality of our program to ensure that children of the lowest attainment level can make trackable progress in their reading skills and confidence, particularly those from challenging and sometimes traumatic backgrounds.

The data below is from Semester 1, 2024:

Assessment Name	Pre Program Average	Post Program Average	Average Gain
SPAT Test (Monitors wider reading skills)	32/58	58/58	+16 points gained
DIBELS: Words per minute (WPM)	51 WPM	70 WPM	+19 WPM (Approximately 40% increase in reading fluency)
DIBELS: Words read correctly per minute as a percentage	84%	91%	+7% - this shows that the students were making an error in 1/6 words previously. They are now making an error every 1/10 words, which has helped improve their fluency and accuracy.
South Australian Spelling Test (a diagnostic test of phonological and phonemic awareness)	17	24	+7 (Approximately +9 months of spelling progress)

As a literacy team, we continue to engage in the development of not only our literacy program, but our practice as instructors. Over the last year, we have received training in the new program, in positively managing the behaviour of students in our class and in using our assessment tools effectively. Most recently, our excellent Play Therapists, Anna and Nur, taught us about the Trauma Informed approach to teaching in order to support learners of all backgrounds.

NT LITERACY TEAM

In the second Semester of 2023 the Rev. Bill Crews Foundation supported locations at four schools across the Northern suburbs of Darwin. In semester one of 2024 at those four schools, we commenced delivering the research-based multisensory instruction 'All About Reading'. The program covers phonics, vocabulary and comprehension ensuring no gaps in learning.

We have had fabulous success from our first lot of participants in the All About Reading program. Gains of over a year were made in reading and comprehension and almost two years in Burt reading words. Plus, the invaluable growth of the students confidence.

In FY24 we have delivered the program to approximately 79 students through partnerships with:

- Holy Spirit Catholic Primary School
- Millner Primary School
- Karama Primary School
- Jingili Primary School

"The Rev. Bill Crews Foundation have offered Millner Primary School in the Northern Territory, a reading intervention program at no cost to students, families and staff since 2022. The reading intervention program has complemented the whole school reading program, in its structured and methodical approach, meeting the child's levels at their point of need. The daily 45-minute explicit teaching sessions with small groups of students has resulted in improved writing stamina in the classroom, increased confidence in students' decoding abilities and an overall growth in public reading and speaking confidence. The reading intervention program has helped bridge gaps in decoding and comprehension at an individual student level, that may not have been directly addressed through classroom teaching. Millner School is very grateful for the existing partnership with the Rev. Bill Crews Foundation and with the teachers of this reading intervention program, particularly Robyn Luter and Fiona Daun." - Noella (Jessica) Goveas, Principal - Millner Primary School, Millner NT

“As a principal, I've seen firsthand the transformative power of effective literacy programs, and All About Reading stands out as one of the best. This program has been a game-changer for my students who require additional support in their learning. The structured lessons are engaging and accessible, making learning to read a fun and rewarding experience.

The multi-sensory approach truly captivates students' attention, helping them grasp complex concepts with ease. I've watched my students grow in confidence and skill, making significant strides in their reading abilities. The materials are thoughtfully designed, and the progress tracking helps both students and parents celebrate each milestone.

All About Reading doesn't just teach reading; it inspires a love for learning that extends beyond the classroom. I wholeheartedly recommend this program to anyone looking to support struggling readers on their journey to literacy.” - Mrs. Paula Sellars, Principal – Holy Spirit Catholic Primary School

PLAY THERAPY

Since launching in April 2022 and realising Bill’s dream of establishing an early intervention program for children, there has been an unprecedented demand for the Foundation’s Play Therapy program. This resulted in the Foundation expanding its offering in FY24 by:

- Employing a part-time Play Therapist, in addition to the current full-time Play Therapists
- Open an additional bespoke Play Therapy room in Ashfield
- Extend its reach to much needed schools in Western Sydney.
- Launch a new Baby & Me early intervention program for at risk parents/carers and babies

Play Therapy is a child-centred early intervention program using the child’s natural language of play. Play is how children make sense of their world and experiences. In Play Therapy, children express through play what adults express through words. It helps children heal so they have a chance of becoming adults who thrive, breaking the cycle of inter-generational trauma. At the Foundation, we offer Play Therapy for children aged 3-16 years of age who primarily have been impacted by early childhood trauma. Play Therapy has been seen as a positive way of providing children and young people with effective results within a short space of time.



At Ashfield, this frontline early intervention is offered specifically for disadvantaged children that have experienced trauma and where the family does not have the financial capability to access expressive therapeutic interventions. Our referrers include local schools, woman's refuges, and other health service providers working with disadvantaged families. At the Summer Hill Children's Centre, we offered a bespoke holistic service for families which includes Play Therapy for children with social, emotional, behavioral and hyperactivity issues. The grant funding for this program ended on 30th June 2024, allowing the Foundation to focus on vulnerable communities in Western Sydney.

In FY24, the Play Therapy program expanded its offering of Group Play Therapy and 1:1 Play Therapy within schools, namely to Lethbridge Park Public School and Denistone East Public School. The program in Denistone East Public School was designed to support Afghani refugees referred by the charity Mahboba's Promise. Feedback from both programs have been very positive:

"It was wonderful being able to have you deliver Group Play Therapy at our school. The impact on the children's wellbeing and learning was fantastic. The Bill Crews program is a positive and life changing initiative." - School Principal

Moving forward, we are delighted to be launching the Group Play Therapy program within Wilmot Public School and offer individual Play Therapy sessions onsite at Marrickville West Public School.

"I would like to thank "The Rev. Bill Crews Foundation" for providing my family the support through the play therapy for my two young children who have been traumatised by their mothers mental and physical illness and by her death last year. Through the help of the Registered Play Therapist my children were helped to come to terms with the tension and risks within the home during their mothers life and have now worked with my children to come to terms with the damaged relationship with their mother and to understand and move on with their lives following her death. Additionally, the Play Therapist has helped my children who are Autistic to understand their feelings and how to deal with the world around them. As a result of this service, my children are much more settled and able to learn and become the best little people they can be. I cannot thank enough both the Foundation and The Play Therapist for the help they have provided my family." - A Parent



BABY & ME

The Foundation recognises the importance of a nurturing a secure attachment in the parent-child relationship as early as possible. In FY24, our Play Therapists delivered the early intervention Baby & Me program at The Infants Home and at the Hurstville site of NSW Sustaining Families program, supporting at risk parents identified by NSW Health. The Foundation has since launched a new “Baby & Me” Infant Massage Group at Ashfield and most recently, at Wilmot Public School focusing on the most vulnerable parents/carers and babies, including pregnant mothers.



“I have so appreciated the Baby & Me sessions. There is nothing else like this for mums and babies. These sessions have provided so much information about how to make a connection with my baby.” - A parent

INTERNATIONAL

Bill Crews International was operationalised in February following its inception in January 2024. The organisation provides funding and technical capacity strengthening to local non-governmental and community-based organisations across the globe. BCI prioritises support to:

- **Conflict-affected people:** are often internally displaced within their home country, known as internally displaced people (IDPs) or people that have fled their home country and therefore recognised as refugees. These individuals, families and communities are some of the most vulnerable in the world. This approach and strategic focus deeply aligns with the work of BCF domestically, in which we fundamentally aim to support those people who are often forgotten and fall through the cracks of society.
- **Forgotten humanitarian crises:** There are innumerable humanitarian crises across the world, many of which fall out of global headlines leaving millions of people forgotten and local organisations without funding. In recognition of this, BCI offers its' support in countries where there are funding gaps from the international community.
- **Emergency relief and sustainable development:** In the case of countries deeply affected by humanitarian crises, BCI's rapid response funding is available to selected NNGOs for short-term, lifesaving response. Adding to this, BCI also supports sustainable development programs. Our thematic focus is along similar lines to existing domestic work: **food security; education; health; protection / welfare services; and community-led development** such as **livelihoods or agriculture**.

Country & Local NGO	Funding - AUD	Results
France - Project Play	15K	110 children supported with therapeutic care Technical support to frontline workers

Country & Local NGO	Funding - AUD	Results
Gaza , OPT - Youth Vision Society	24K	1135 people supported with emergency cash
Lebanon - Crossing Together	24K	1098 displaced people access to meals
Myanmar - Play Onside	19K	2000 people access 84K meals
Papua New Guinea - CBC	1200	Emergency Distribution to 8 households
Sierra Leone - One Village	16K	Village of 1000 people supported with a rice mill
South Sudan - Jeggi Farmers Coop	23K	550 households' access to livelihoods
Uganda - Bridge of Solidarity	15K	22 people supported with business training and micro-business loans
Uganda - Refugee Life Support Network	18K (2024)	Access to health for refugees
Venezuela - Avessoc	17K	350 people access to emergency health

There are two core means of support to our sister organisations. The first is in the form of Rapid Response / Community-led grants (RR/CL), which work on a short-term basis to provide essential support in lieu of other donors. Where identified, BCF also supports RR/CL partners with training from in-house expertise. Long-term grants are the second means in which local NGOs are provided with a grant which is comprehensively complemented by enhanced capacity strengthening and project development based on such. This sees BCF provide grants of up to 100K AUD to National organisations who illustrate potential, willingness and a strong foundation for providing meaningful humanitarian and development response to their communities.

The impact of all capacity strengthening initiatives are measure to ensure our work is underpinned by our core values of sustainability and local empowerment. South Sudan was the first country selected for this longer-term support based on the endless lifesaving needs faced by the population, ongoing localised conflicts and a significant reduction in global funding being available to the humanitarian response.

A key advantage and notable aspect of the BCI approach is our flexible nature. In practice this means that due to a lack of red tape seen amongst major global donors, we can avidly listen and support sister organisations working in the most extreme contexts. Our partnerships are based on communication, transparency and understanding of the complex nature of humanitarian response and sustainable development, thereby increasing BCI's responsiveness and effectivity to meaningfully support the most vulnerable populations worldwide.



An emergency cash distribution to 1,135 people in Gaza City, through our sister organisation, Youth Vision Society, in June 2024.



Rev. Bill Crews visited our sister organisation, Project Play, in Calais, France in June 2024. BCI supported 104 children's play sessions as well as providing technical training to staff and volunteers on trauma-informed practices.

TESTIMONIALS

About BCI

- *“The collaboration with BCI has been smooth and efficient. From the beginning, the quick replies eased communication and allowed us to provide an optimal implementation in such a volatile context. The information provided was clear and the funding was obtained in time and with no problems.....Overall, it’s been a pleasure to work with BCI, and we hope to initiate new collaborations in the future.” – Executive Director, Play Onside, Myanmar emergency distribution programme*
- *“BCI has been a fantastic donor. Communication has been clear, we have been given the trust and confidence to make decisions around our needs and the financial support has helped lift the endless weight of finding funding. Bill's visit was a particular highlight! His enthusiasm for our project will be remembered!” - Executive Director, Project Play, Calais, France*

About program effectivity

- *“A month ago, Ahmed, who lives in a beach camp with his family of six, was run over by a flour truck when trying to get some flour to feed his family. He lost his leg and has not had any income or money since which meant he has not been able to buy food or the medicine he needs for his leg. He reported to the YVS team that this assistance came just in time for him to get the medicine and to feed his family.” – Youth Vision Society, Gaza City Emergency cash distribution*

KEY ACHIEVEMENTS IN 2024

- Bill Crews International has supported **10 local organisations in 9 countries** and has positively impacted the lives of 10,000 conflict-affected and vulnerable people with a spend of 160K AUD
- BCI has reached people in **France; Gaza; Lebanon; Myanmar; Papua New Guinea; Sierra Leone; South Sudan; Uganda** and **Venezuela**. Programs have included:
 - Access to livelihoods and sustainable development
 - Emergency food and aid distributions in conflict zones
 - Therapeutic care for migrant children and technical support to the NGO
 - Access to lifesaving health

FOOD SERVICES

In FY24, the Food Services department of the Rev. Bill Crews Foundation continued to expand its reach and impact. We served a total of 497,270 meals, assisting 326,719 individuals in need. Additionally, we distributed 25,187 hampers, providing vital support to those facing food insecurity. Thanks to a generous donation from the Lions Club, we added a new food van to our fleet.

Significant adjustments were made to some of our service locations to better meet community needs. The Cabramatta service location experienced a fourfold increase in usage after moving to a better suited location, demonstrating the critical demand in this area. The Miller service transitioned to a lunch-only model, doubling the amount of food distributed, and the Minto service shifted focus to hamper and frozen meal drop-offs. These changes are projected to save approximately \$30,000 annually without compromising service delivery.

The Crews Café achieved a break-even financial result for the year, marking a stable performance. We also initiated a new program delivering 35 hampers weekly to Rooty Hill Public School, supporting families struggling with food insecurity.



VOLUNTEERING

The Volunteering Team at the Rev. Bill Crews Foundation saw remarkable growth and engagement in FY24. We ended the year with 2,110 active volunteers, including regular and corporate participants, who collectively contributed 37,682 hours valued at \$1.63m using the Centre of Volunteering's \$43.27/hour

We strengthened our partnerships with key educational institutions, including TAFE Nirimba, Australian Catholic University, Barker College, and The Shore School, ensuring a consistent influx of dedicated volunteers. Our volunteers continue to express high levels of satisfaction, with many highlighting the rewarding experiences of working alongside a supportive community, interacting with guests, and receiving strong support from staff.

There was great expansion to our Corporate Volunteering Program, with many new groups coming through and not only pledging to return, but re-booking months in advance. Our heartfelt gratitude goes out to our corporate partners and support-based volunteering groups, whose contributions were invaluable to our success this year.



Special thanks go to HSBC, Channel Nine, Zurich, AlSCO, Goodman Fielder, Rabobank, Suncorp and MasterCard for their continued support across multiple days, providing both financial assistance and hands-on help. Additionally, we are grateful to our support-based volunteering groups, Co-Hive-Hub, Therapy Care

and the students of Sydney Secondary College Blackwattle Bay, for their dedicated efforts in supporting our mission.

GOOD NEWS STORIES

"Working with other volunteers who enjoy it just as much as I do is a joy. They are friendly, fun, and most of all, love to have a laugh. Interacting with the guests who utilise the many services offered by the Foundation is fulfilling, especially when we can show kindness, love, and respect during their tough times. The supportive staff make volunteering easy and enjoyable." - A Volunteer

"These interactions are more than just moments of joy, they are opportunities to show kindness, compassion, love, and respect. I believe that by showing our guests that we care and that they are important, we are making a significant difference in their lives." - A Volunteer

"Volunteering at The Rev. Bill Crews Foundation has also given me a profound sense of gratitude for my own life. I often remind my friends, especially when they are complaining about something trivial, 'If you think you have a bad life, go and spend a day at Rev. Bill Crews Foundation'. This experience has made me constantly aware of how fortunate I am to have my own home and the comforts in life that should be afforded to everyone. I will never take that for granted". - A Volunteer

"Every single shift I do makes a difference. I enjoy engaging with our guests, assisting them with their meals, and being part of a caring community. She highlights a societal trend where the less fortunate are often overlooked or disregarded, making her commitment to volunteering even more meaningful.

I am often blown away how many of our guests that thank us for their meal and say 'God Bless'. A small thing, but it touches my heart every time. I try to do the weekend dinner van at Woolloomooloo, we sometimes serve 50 – 100 people, who line up even when it is raining for their meal. I find it heart breaking when some guests ask us if they could take a second meal with them, so they have something to eat for breakfast the next day." - A Volunteer

SITE MANAGEMENT

The Site Management Team made significant strides in FY24, focusing on optimising operations and improving facilities.

A maintenance request app was developed and rolled out to all staff of the foundation via SharePoint. This allows for a priority ticketed system that has proved to be an effective way of handling the many maintenance issues that make up the day-to-day of Site Management.

A notable change in our supplier strategy included transitioning to a new paper shredding service, projected to save approximately \$7,000 annually. This new supplier offers environmentally friendly recycling and significantly increased service capacity.

Looking toward the future, the foundation secured funding via the NSW Government's Securing Safe Spaces grant. We initiated key improvements, including replacing the Community Hall doors and upgrading our security access and CCTV systems. Construction is set to begin in early August. Additionally, we will be erecting an Indigenous memorial feature and an Armenian statue, further increasing the multi-cultural depth of the site.

FUNDRAISING

The Fundraising Department had a promising fiscal year 2023-2024. Despite a slight decline in donor retention, individual contributions increased, leading to an overall 9.6% rise in appeal revenue compared to the previous year.

To enhance donor retention, we launched successful acquisition campaigns during Christmas 2023 and Winter 2024. These efforts have already raised \$64,000 and attracted 347 new donors. Our self-mailer campaign in the Sydney Morning Herald, a staple of our major campaigns, continues to deliver consistently positive results.

Through strategic initiatives, creative campaigns, and dedicated efforts, we are consistently surpassing our fundraising goals. However, this success does not fully offset the rising operational costs and the need to support future opportunities. Therefore, it is vital that we continue to seek additional funding through new high-value donors and opportunities with government bodies.

Our bequests have surpassed last year's figures, notably including the \$4.5 million Clovelly settlement. We are currently focused on nurturing our bequest prospects to secure future contributions and ensure sustained growth in this area.

Our social media and marketing efforts have successfully increased user engagement, and we are committed to further expanding our reach to a wider demographic audience. Additionally, the Foundation continues to thrive with strong support from businesses and corporate partners, who provide financial donations, in-kind products and services, and volunteer resources.

APPEALS	FY 2024	FY 2023	INCREASE %
Winter	\$ 1,591,438	\$ 1,524,086	4.42
Spring	\$ 503,299	\$ 276,719	81.88
Christmas	\$ 1,198,013	\$ 1,150,462	4.13
Easter	\$ 239,404	\$ 271,621	-11.86
TOTAL	\$ 3,532,154	\$ 3,222,888	9.60

*above appeal results, excludes trust & foundations, grants, bequests, RGs

HUMAN RESOURCES

The financial year 2023-2024 has been a period of significant growth and transformation for our Human Resources department. Throughout the year, we have focused on expanding our workforce to better meet the needs of our foundation. This report details the key statistics, trends, and achievements in our human resources over the past year, highlighting our commitment to fostering a diverse, inclusive, and dynamic workplace.

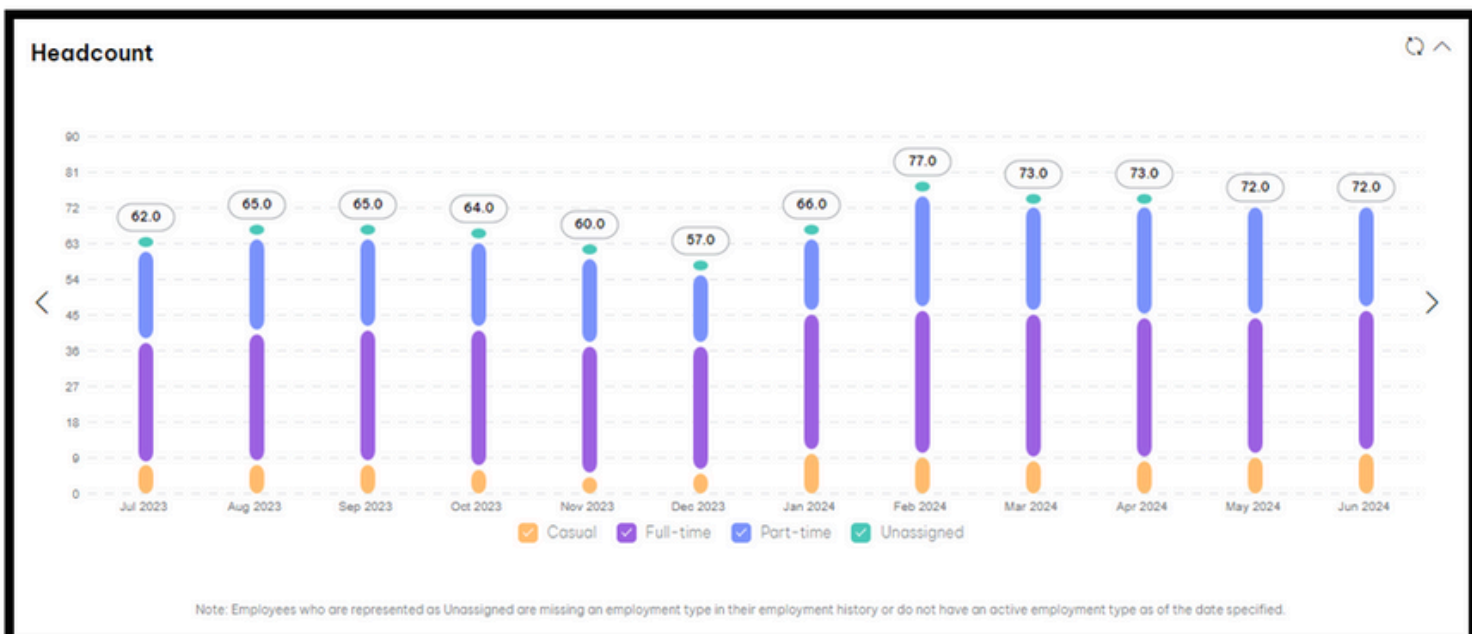
STAFFING GROWTH

This year, we observed a substantial increase in our overall staffing levels, reflecting our proactive recruitment efforts and the growing demand for our services. As of the end of June 2024, our foundation employs 72 staff members. This represents a 16.13% increase in our total staff over the financial year.

We saw a 13.04% increase in part-time staff, underscoring our flexibility in accommodating different working arrangements and supporting work-life balance.

Our full-time staff also increased by 16.13%, indicating our commitment to building a stable and dedicated workforce.

The most significant growth was in our casual staff, which rose by 42.86%. This increase highlights our ability to adapt to fluctuating workloads and our efforts to provide opportunities for a broader range of employees.



TERMINATIONS

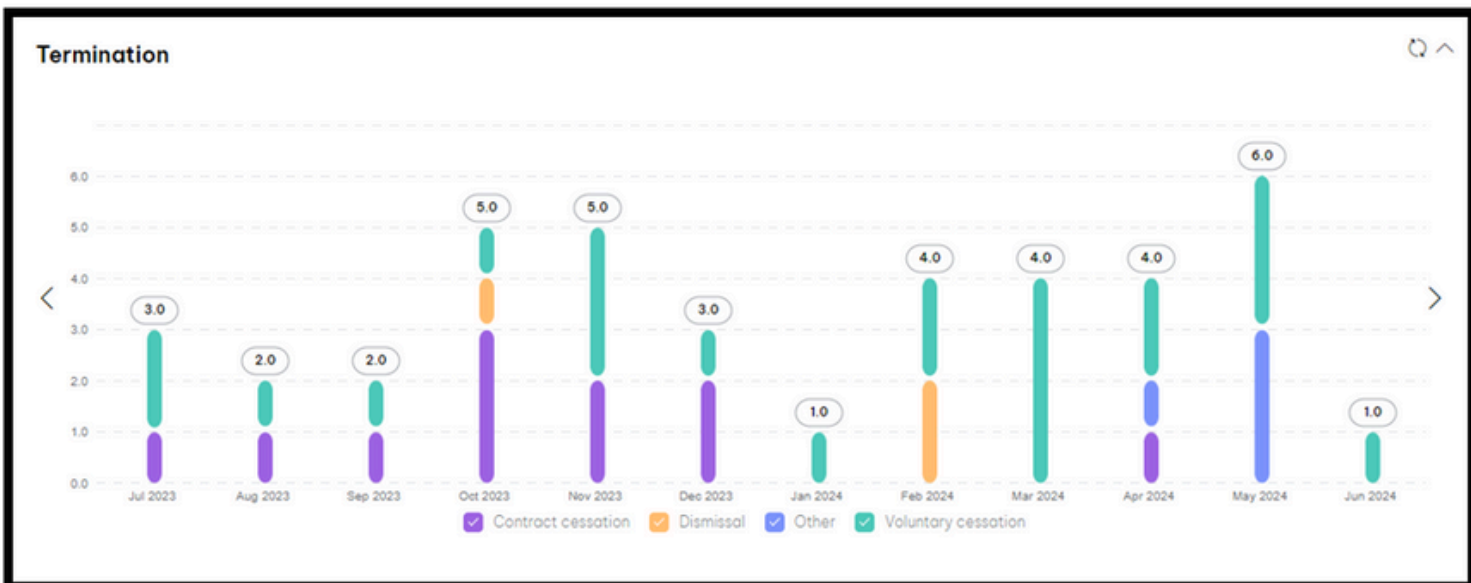
Over the financial year, we had 40 terminations across the foundation. The breakdown of these terminations provides insights into the dynamics of our workforce and our employment practices:

A total of 22 terminations (55%) were voluntary, where employees chose to resign or end their employment on their own terms. This category reflects personal and professional decisions made by our staff.

There were 3 dismissals (7.5%), indicating instances where employment was terminated due to performance or conduct-related issues.

We had 11 terminations (27.5%) due to contract cessations, primarily involving fixed-term contracts that reached their end date.

The remaining 4 terminations (10%) fell under various other reasons, demonstrating the range of factors that can influence employment continuity.

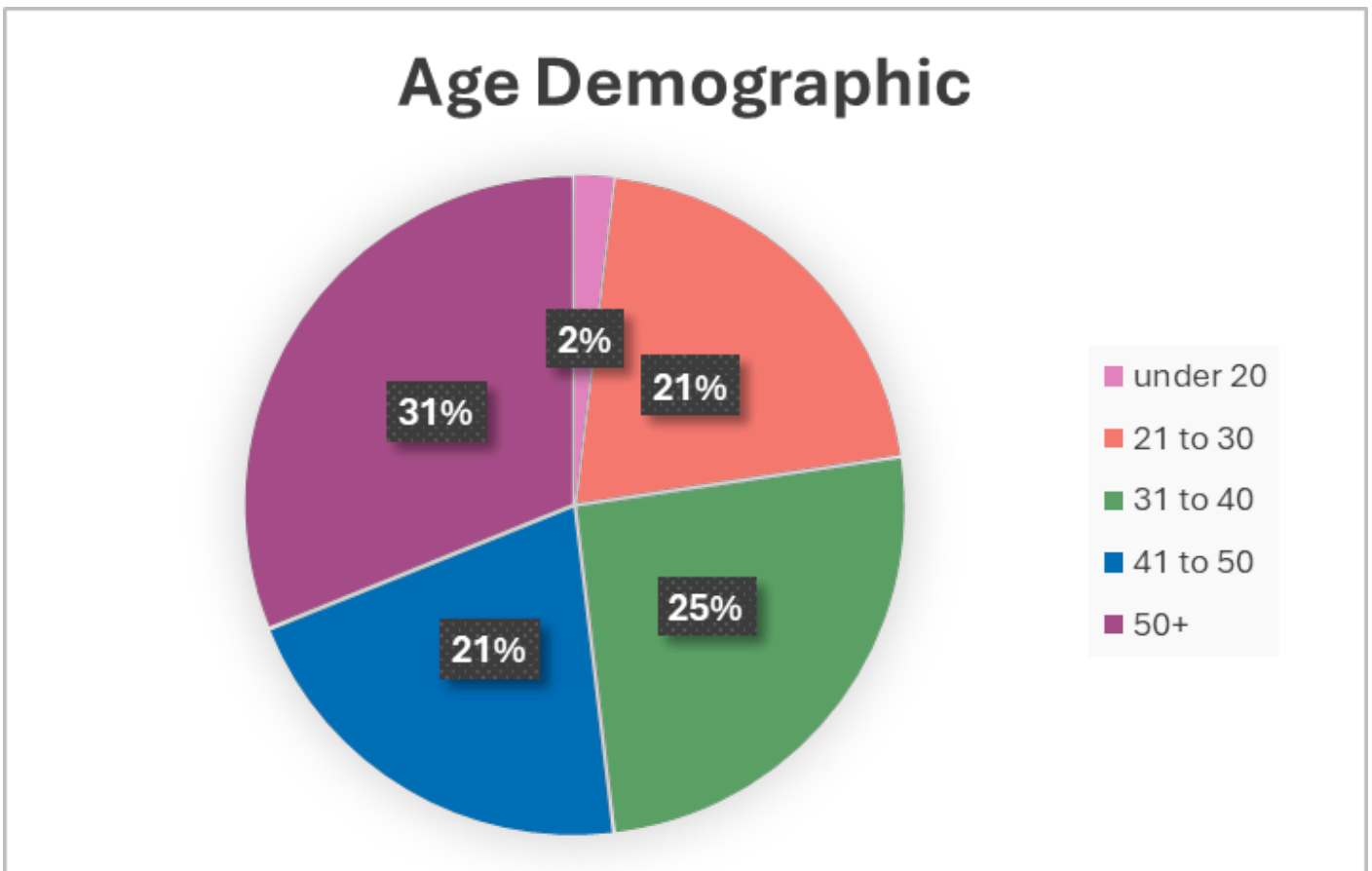


AGE DEMOGRAPHICS

Our workforce remains diverse in terms of age, with a balanced representation across different age groups. This diversity ensures a mix of fresh perspectives and experienced insights, contributing to our dynamic work environment:

- Under 20: 1 employee
- 21 to 30: 22 employees
- 31 to 40: 27 employees
- 41 to 50: 22 employees
- 50+: 33 employees

The distribution shows a robust presence across all age categories, with a particularly strong representation of employees aged 31 to 40 and 50+.

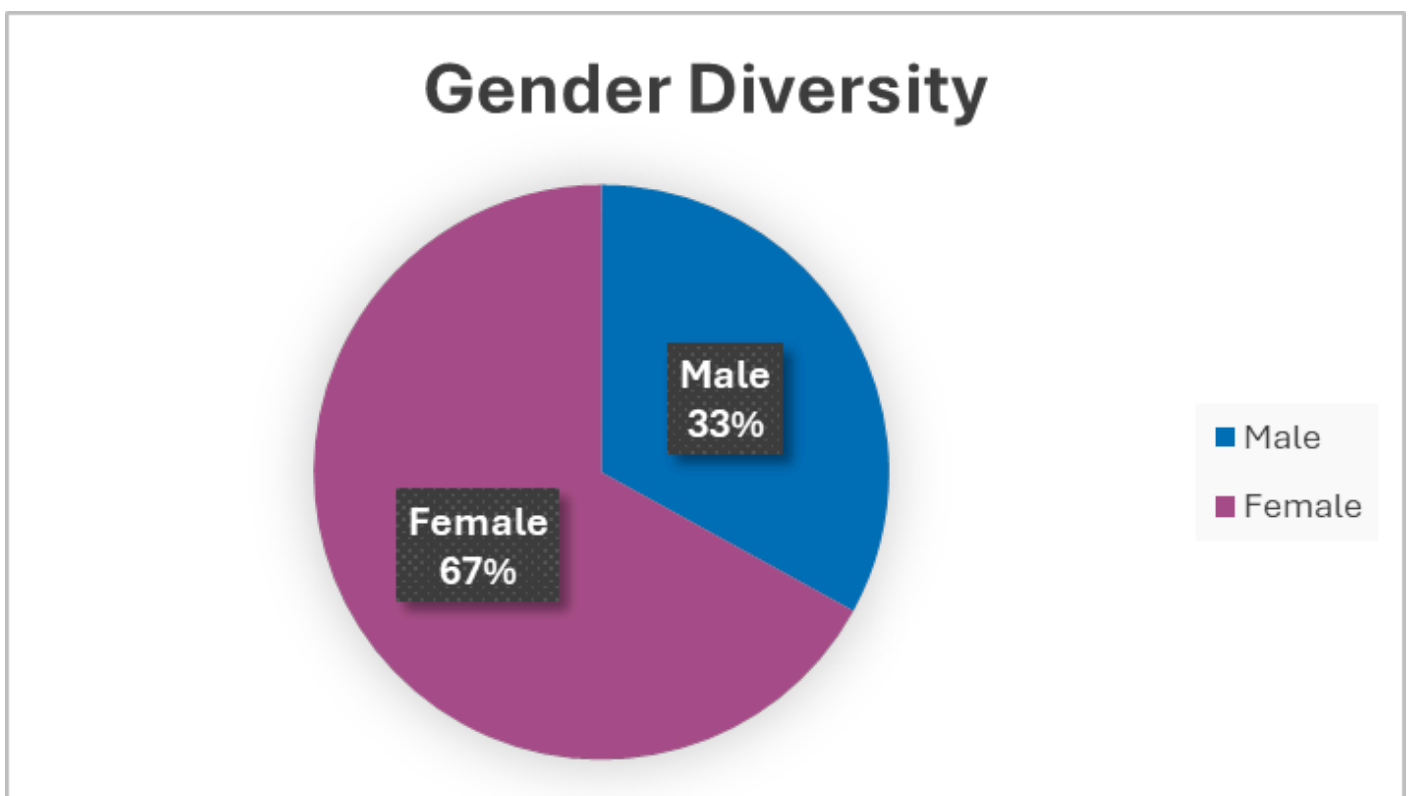


GENDER DIVERSITY

The gender composition of our staff is as follows:

- Male: 35 employees (33%)
- Female: 71 employees (67%)

Our foundation continues to strive towards gender diversity and equality in the workplace, with a notable majority of our workforce being female.



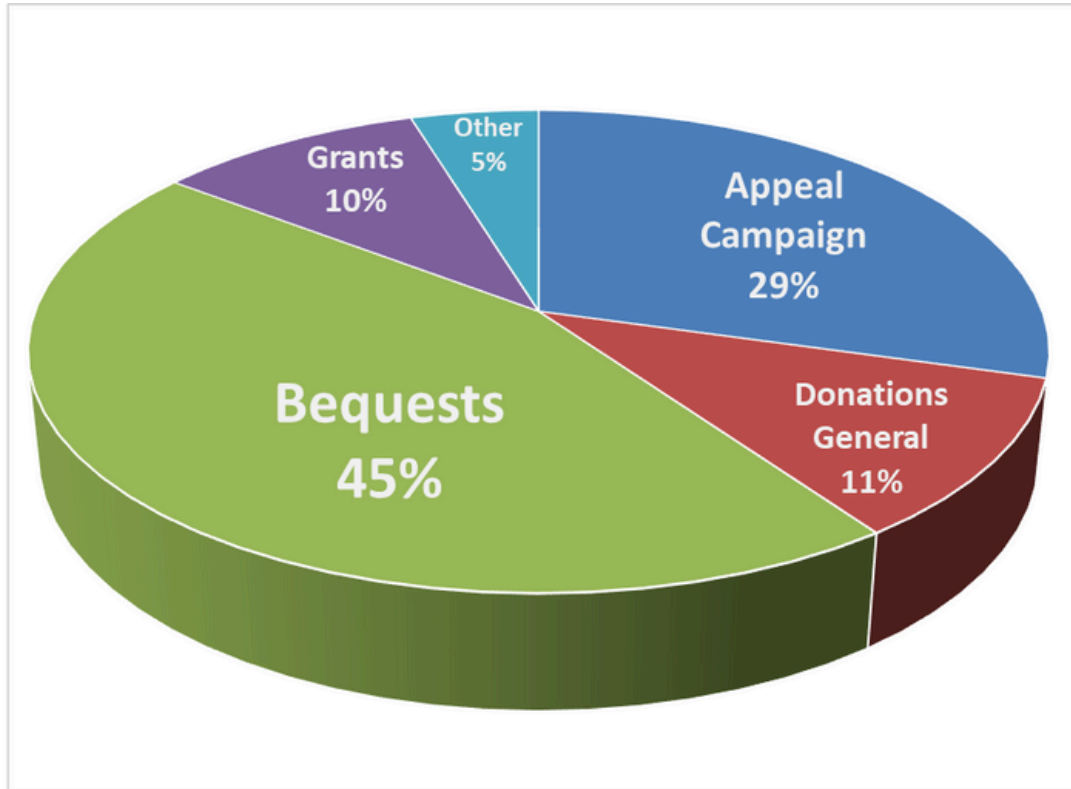
The financial year 2023-2024 has been one of significant progress and positive change for our Human Resources department. The increase in staffing levels, coupled with the diverse demographics of our workforce, underscores our dedication to building an inclusive and supportive work environment. As we look ahead, we are committed to sustaining this growth and continuing to enhance our capabilities, ensuring that we meet the evolving needs of our foundation and the communities we serve.

FINANCIAL REPORT

FINANCIAL YEAR 2023/24

- The financial year has resulted in the largest income we have seen since COVID-19 pandemic. With the exception of General Donation and Café Sales, every type of income has increased.
- A single bequest of real property was finalised during the financial year. The property was sold for \$4.25 million which has provided a healthy level of income and reserve for future operations.
- We are adopting a different expense recognition standard to better report our expenditure to the appropriate department.
- The reduction of costs in Food Service & Social Health Wellbeing is being funded by in-kind donations which has expanded greatly during the financial year. The in-kind donations are not accounted for in the financial report below.
- The overall surplus from operation is \$1.9 million, compared to a deficit of \$3 million in prior year.

INCOMES FINANCIAL REPORT FY 2023/24

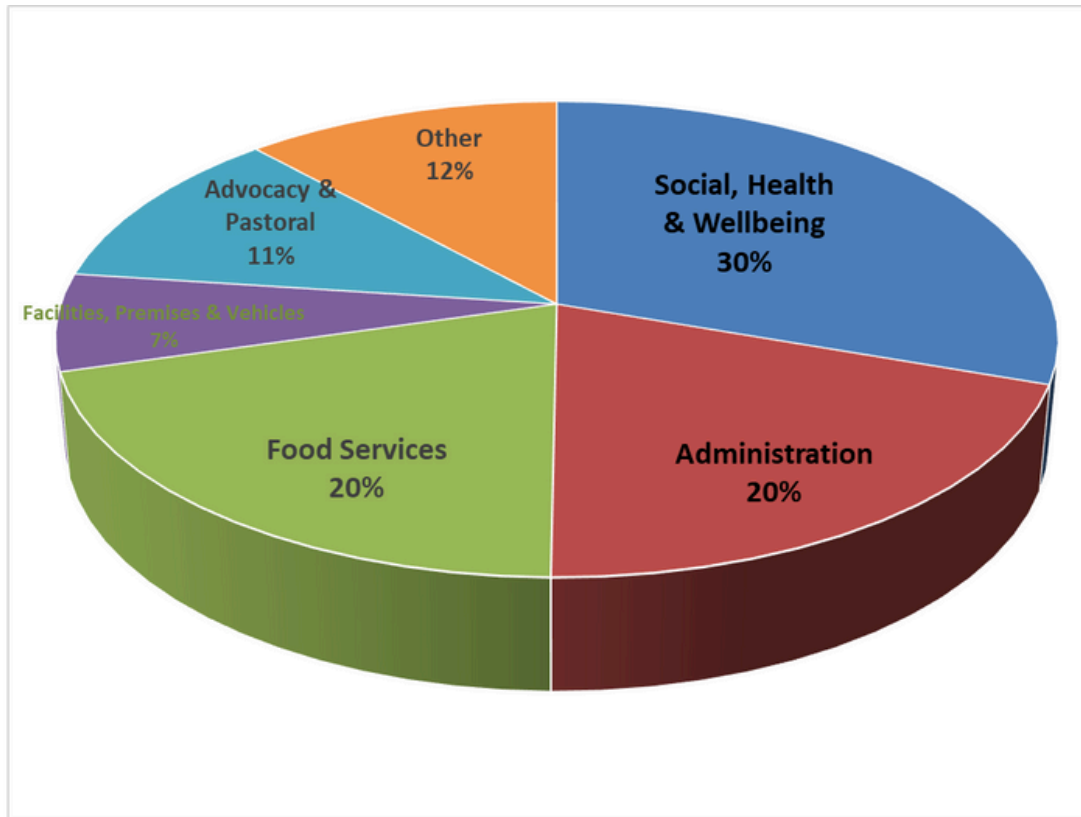


INCOME APPEALS	FY2024	FY2023		Δ
Winter	\$1,591,438	\$1,524,086	▲	4.42%
Spring	\$503,299	\$276,719	▲	81.88%
Christmas	\$1,198,013	\$1,150,462	▲	4.13%
Easter	\$239,404	\$271,621	▼	11.86%
	<u>\$3,532,154</u>	<u>\$3,222,888</u>	▲	9.60%

OTHER INCOME	FY2024	FY2023		Δ
Donations General	\$1,296,218	\$1,511,868	▼	14.26%
Bequests	\$5,428,361	\$1,348,545	▲	302.53%
Grants	\$1,190,124	\$779,714	▲	52.64%
Cafe Income	\$188,292	\$202,259	▼	6.91%
Other Revenue	\$216,957	\$188,727	▲	14.96%
Interest Income	\$166,561	\$118,554	▲	40.49%
	<u>\$8,486,514</u>	<u>\$4,149,668</u>		

OTHER INCOME	\$12,018,668	\$7,372,556	▲	63.02%
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EXPENSES FINANCIAL REPORT FY 2023/24



EXPENSES	FY 2024	FY 2023	Δ
Food Services	\$2,053,791	\$2,507,074	▼ 18.08%
Social, Health & Wellbeing	\$3,067,311	\$3,125,797	▼ 1.87%
Administration	\$2,002,770	\$2,712,298	▼ 26.16%
Facilities, Premises & Vehicles	\$668,830	\$876,846	▼ 23.72%
Volunteers' Costs	\$185,553	\$192,817	▼ 3.77%
Advocacy & Pastoral	\$1,126,174	\$257,082	▲ 338.06%
Cafe	\$181,490	\$201,719	▼ 10.03%
Fundraising & Marketing	\$554,087	\$789,585	▼ 29.83%
Projects	\$266,974	\$186,579	▲ 43.09%
	<u>\$10,106,981</u>	<u>\$10,849,798</u>	▼ 6.85%



Making their future better, today

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